

# House Officer Manual

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## VCS Office Information

**Location:** VMED 2307

**Hours:** 7:30 am – 4:30 pm

**Amenities:** mailboxes, copier/fax, shredder, etc.

**Fax:** (225) 578-9218

## VCS Administration

### **Dale Paccamonti, DVM, MS, Dipl ACT**

Professor & Department Head

(225) 578-9553

[pacc@lsu.edu](mailto:pacc@lsu.edu)

VMED 2305

### **Kevin Oubre**

Academic Coordinator

*Year IV Absences, Notes & Exams, Inventory & Supply Procurement*

8:00 - 4:00pm

(225) 578-9551

[Koubre2@lsu.edu](mailto:Koubre2@lsu.edu)

VMED 2307

### **Elizabeth Day-Schick**

Academic Coordinator

*VCS HR Contact & Locums*

7:30 - 3:30pm

(225) 578-9637

[eday4@lsu.edu](mailto:eday4@lsu.edu)

VMED 2307A

### **Maurice Kirksey**

Academic Coordinator

*House Officer & GA Contact, VCS Graduate Programs & PAVE/ECFVG*

8:30 - 4:30pm

(225) 578-9552

[vcscord1@lsu.edu](mailto:vcscord1@lsu.edu)

VMED 2307A

## **VTH Administration**

### **Dr. Mark Mitchell**

Hospital Director  
Oversees all Hospital Operations  
(225) 578-9738  
[mmitchell@lsu.edu](mailto:mmitchell@lsu.edu)  
VMED 1823

### **J. Al Desselle**

Assistant Hospital Director  
Hospital Operations  
(225) 578-8795  
[Jdesse1@lsu.edu](mailto:Jdesse1@lsu.edu)  
VMED 1825

### **Lee Ann Eddleman**

SA & LA Nurse Manager  
Oversees nursing/ technical staff and coordinates pagers.  
(225) 578-9813  
[LEddle1@lsu.edu](mailto:LEddle1@lsu.edu)  
VMED 1827

### **Bill Dufrene**

Operations Manager  
Oversees SA & LA Clinic Client Services  
(225) 578- 9306 or (225) 803-0310  
[jgerman@lsu.edu](mailto:jgerman@lsu.edu)  
VMED 1821A

### **Katelyn Downey**

Purchasing Coordinator  
Purchases hospital supplies and administrative assistant.  
(225) 578-9592  
[sandry@lsu.edu](mailto:sandry@lsu.edu)  
VMED 1821

## **Small Animal Clinic**

**Phone:** (225) 578-9600  
**Fax:** (225) 578-8477

## **Large Animal Clinic**

**Phone:** (225) 578-9500  
**Fax:** (225) 578-9605

## House Officer Program

You can find a copy of your program on the [VCS webpage](#). If there are any changes, they will be updated online and you will be notified via email. It is recommended that you set up regular meetings with your faculty mentor to review goals and address any questions or concerns. As a requirement of all House Officers, you are asked to complete an electronic HO Program evaluation annually (usually in April or May). The House Officer Program is overseen by a committee of VCS faculty representing each of the services.

[VTH Policies & Procedures](#)

## Louisiana Veterinary License

As of October 2016, all clinicians working within the LSU Veterinary Teaching Hospital must have a Louisiana Veterinary license. If you are a small animal rotating intern you must hold a valid license to practice veterinary medicine from any state or territory within the United States prior to beginning your program. LSU will pay the application fee for your Louisiana Veterinary license.

## HR Forms

Once matched with LSU, we will begin working on getting you set up in the Human Resources System (HRS) known as Workday. The majority of your appointment paperwork can be done ahead of time via your MyLSU account and email (scan/fax may be required). Once you arrive you will have the following HR items to complete: providing identification for verification of your I-9 document, signing your contract, and completing your benefit forms.

## Compliance

As per LSU policy, every employee is required to complete [Ethics & Sexual Harassment](#) training every calendar year and send the certificate of completion to your HR contact. You will receive reminders via email.

If you are to drive any state owned vehicle you must first complete the **Driver Safety** training online module. LSU Homepage > Directories > Click E > Click Environmental Health & Safety > Click Training on the left side of the page > Click Safe Driving. Once complete, you will send a copy of your completion certificate to Miss Anita Chenier ([acheni1@lsu.edu](mailto:acheni1@lsu.edu)) in the SVM Business Office.

If you are to operate one of the SVM forklifts, you must complete the **Fork Lift Certification** training. LSU Homepage > Directories > Click E > Click Environmental Health & Safety > Click Training on the left side of the page > Click Fork Lift Certification. Once complete, you will send a copy of your completion certificate to your HR contact.

[PM-11: Outside Employment](#)

[PS-73: Sexual Harassment](#)

[PM-73: Title IX and Sexual Misconduct](#)

[PS-102: Violence Free Workplace](#)

## Business Cards & Name Tags

Every House Officer will be supplied with 250 business cards and a magnetic name tag. Business cards and name tags are ordered well before your start date so you will receive them on your first day. When requesting patient faxes to the LSU SVM, please use the phone and fax numbers printed on your business cards.

## Orientation

Your orientation will give you an overview of the LSU SVM. The first orientation is dedicated to the arrival of the Companion Animal Medicine & Surgery Interns in mid-June and another is with the arrival of the remaining interns and residents in mid-July. Any House Officer that begins their program between those two dates will get their necessary items on their first day and will then attend the next orientation session. After you are appointed in the LSU system you will receive an email from your HR contact giving you login information and once you open your LSU email you should see an email providing you with a link to fill out necessary paperwork to complete your appointment. Please be sure to complete every form, as any oversights could delay your pay. Please remember to bring your [verification documents for your I-9 form](#) that you complete online to your orientation session.

## SVM Badge

As an LSU SVM employee you are required to have your SVM badge on you at all times. Please be sure that you are wearing your badge with a tear-away holder so as to avoid a potential choking hazard. If you have any issues with your SVM Badge (forgot it, lost it, etc.), see the Security Officers at the Security Desk located at the main SVM entrance. If you need additional permissions to access another area of the SVM, please seek approval from your mentor then contact the VCS Office.

## Parking Passes

Parking Passes are obtained through the LSU Parking Office (must present LSU issued ID card, SVM badge or driver's license is not sufficient). You may park across the street in the Cow Pasture Lot (gravel lot) or in the employee parking lots next to the SVM Building depending on your permit plan. View the Parking Office website for permit fee explanations. Fees will be automatically deducted from your paycheck based on your choice. Keep in mind that during a home football game the Cow Pasture Lot will need to be vacated on the Friday prior by 6am and will be closed on Friday and Saturday. During that Friday when the Cow Pasture Lot is closed, you can park in the Student Parking Lot right next to the gravel lot for free. If you are working the weekend of a home football game there are a limited number of special parking passes in the Veterinary Teaching Hospital Administration Office so that you can park in the employee lot (regardless of whether or not you pay the monthly fee). New parking passes are issued every August through the mail so please be sure to update your directory information in your MyLSU account and contact the Parking Office if you do not receive your pass in the mail.

## Benefits

Louisiana State University classifies House Officers as University employees. As such, they (and their eligible dependents) qualify for the Louisiana State University Baton Rouge health insurance and retirement plans. The School of Veterinary Medicine provides malpractice insurance coverage. The salary (not a stipend) is published in the Directory of Internships and Residencies as published by the American Association of Veterinary Clinicians ([www.virmp.org](http://www.virmp.org)). Salary is payable in monthly increments. Retirement contributions are withheld from each paycheck. No social security tax is withheld. Federal and state income tax is withheld. The House Officer may be eligible to petition the IRS for exemption from federal tax on part of his/her salary.

The University offers accrual of annual time off following either the University accrual rate (14 hrs/month with a maximum accumulation of 176 hours) or the Civil Service Schedule rate (8 hrs/month with no maximum accumulation). Sick time off accrual is 8 hrs/month. All time off, except for illness and emergencies, should be requested and approved 30 days in advance. Time off requests must be entered into Workday (via the MyLSU account) by the House Officer and approved by the supervisor

before time off will be granted. Annual time off will be granted on an individual basis taking into account the reason for the requested absence and the needs of the service and hospital. Annual time off for personal business is to be taken during elective or research blocks. Emergency absence such as for illness or a death in the immediate family should be brought to the attention of the clinician to whom the House Officer is assigned as soon as the House Officer learns that he/she will be absent. The official request should be entered into Workday upon the House Officer's return. Except in unusual circumstances approval will not be granted for time off during the final month of the program.

Deferred Compensation Contact:

**Reggie Wheeler, CRC, CMFC** | Retirement Plan Counselor

**Empower Retirement**

2237 South Acadian Thruway, Suite 702, Baton Rouge, LA 70808

800.937.7604 ext. 35506 | Direct: 225.663.5506 | Cell: 225.772.4370 | Fax: 225.926.4447 |

Email: [reggie.wheeler@empower-retirement.com](mailto:reggie.wheeler@empower-retirement.com)

[www.empower-retirement.com](http://www.empower-retirement.com) | [www.louisianadcp.com](http://www.louisianadcp.com)

[Louisiana Lagniappe Program](#) – Discount program available to LSU employees.

## Annual & Sick Time Off

All time off, except for illness and emergencies, should be requested and approved 30 days in advance. Time off requests must be entered into Workday (via the MyLSU account) by the House Officer and approved by the supervisor before time off will be granted. Annual time off will be granted on an individual basis taking into account the reason for the requested absence and the needs of the service and hospital. Annual time off for personal business is to be taken during elective or research blocks. Emergency absence such as for illness or a death in the immediate family should be brought to the attention of the clinician to whom the House Officer is assigned as soon as the House Officer learns that he/she will be absent. The official request should be entered into Workday upon the House Officer's return. Except in unusual circumstances approval will not be granted for time off during the final month of the program. Please keep in mind that different programs may have different guidelines for taking time off so consult your House Officer Program Manual or faculty mentor for specifics. Time off balances can be found in Workday (in your MyLSU account).

If you are going to miss a Friday seminar, you are required to complete the House Officer Leave Request Form that requires the signatures of the House Officer, Advisor, Block Mentor and House Officer Committee Chair. This form is located in your program (programs posted on the VCS website).

You will receive an automated email from Workday every month asking you to verify that you have entered all of the time off (any type) taken during that month. You are required to certify leave monthly. Unused annual leave totaling up to 300 hours is reimbursable upon separation (keep in mind that the university accrual rate maxes out at 176 hours).

Time off requested for interviews for a Louisiana State University position or another Louisiana State Agency, or if you are attending or presenting at a seminar are classified as 'Special' leave type. Time off requested for interviews in private industry or outside of the Louisiana State System are classified as 'Annual' leave type.

[Policy Statement – 12: Leave Guidelines](#)

## Office Space and Lockers

House Officers have a designated locker (for storing personal belongings), shared office space and access to a refrigerator. There is the Call Center (Room 1630), Room 1705, EHSP Building and Room 1517. Lockers for Large Animal House Officers requiring extra space for boots and coveralls are located in the men's locker room and ladies restroom by LA Receiving. Please be sure to purchase a lock for your locker. If you are looking for quiet space to study for boards, prepare your seminar, etc. you can reserve a room in the library.

## Payroll Information

LSU SVM House Officers get paid monthly on the last working day of every month. If you begin your program after the 15<sup>th</sup> of the month, you will receive a supplemental pay check in the first or second week of the following month. Direct deposit in a US bank is mandatory and can be set up through your MyLSU account. To view your pay stubs, login to your MyLSU account > Employee Resources > Payroll Deposit Slip. After your enrollment in the [benefits](#) of your choice, double check your pay stubs to be sure that you are being deducted the correct amount. If you require a letter giving your salary and status at LSU SVM for student loan deferral or housing purposes, please contact your VCS HR contact.

## LSU Email

Be sure to regularly check your LSU email account as that is the primary channel of communication used to disseminate information from both VCS and VTH administration. Keep in mind that according to the Public Records Act, LSU can receive a records request that may involve disclosing your data, including your LSU email records, so be sure to use your LSU email account for professional, business purposes only.

## E\*Value Evaluations

Throughout your House Officer Program, you will be evaluated through E-Value by the faculty that you work with. You should receive evaluation requests for every half block. You will be prompted to select those faculty members that you worked with during a half block and E-Value will send an evaluation form (for you) to those selected faculty. Once the faculty member completes their evaluation of you, you will be notified via email and can view the evaluation in E-Value.

## Worker's Compensation

If any employee is injured or has an accident while on duty a Worker's Compensation Form must be completed online by the employee or supervisor even if medical treatment is not sought. Please see the Veterinary Teaching Hospital Policies & Procedures Manual online for more details. Time off requests related to the Worker's Compensation injury should be submitted through Workday like normal, if FMLA is being used, be sure to mark your time off request accordingly and additional FMLA documentation may be required. Be aware that depending on the incident, an alcohol or drug test may be given.

## Pagers

Pagers are owned and operated by the Veterinary Teaching Hospital. If you have an issue (i.e. pager not working, clip broken, etc.), please contact Lee Ann Eddleman at [LEddle1@lsu.edu](mailto:LEddle1@lsu.edu). You can receive batteries for your pagers at the SA or LA receiving desks.

## Telephone Information

To dial a local number: 9 + telephone number

To dial a long distance number: 9+1+ telephone number, wait for 3 tones, long distance code\*

To dial a LSU number: the last 5 digits of the telephone number

To block your number: #71 + 9 + telephone number

To page overhead: #108, wait for 3 tones, then make announcement

## VTH Go

The Veterinary Teaching Hospital has a website, VTH Go, that is used to contact clinicians (via text page or personal cell phones), access radiology reports, clinical pathology test results, fees and more. Login is done using your PAWS ID but no password is required. If you experience any issues, please email Dr. Amy Grooters ([agroot1@lsu.edu](mailto:agroot1@lsu.edu)).

You can access the VTH Go webpage at: <http://130.39.48.51/index.php>

## Hospital Dress Code

Dress code for House Officers is lab coat, name tag, SVM badge and business casual dress or scrubs. Large Animal requires name tag, SVM badge, khaki pants, a polo and boots. Everyone in the hospital is required to wear closed toe shoes and no jewelry that could potentially pose as a hazard. Lab coats are provided by the Veterinary Teaching Hospital in various sizes. Every House Officer should have access to 3 lab coats that are laundered by an outside vendor. Since they are not laundered in house, please make sure that you drop them off to the Central Supply Office in a timely manner. It is recommended that House Officers bring their own scrubs (Ceil Blue) to be sure that you will always have the correct size available to you. Please write your name on your scrub tops and bottoms. The Veterinary Teaching Hospital does have a limited amount of scrubs available should you need to use them.

## House Officer Seminar

Almost every Friday morning (there's a break in the summer) there will be a House Officer Seminar from 8 – 9 am that you are required to attend. Attendance is monitored by swiping your SVM badge (must swipe badge otherwise attendance is not counted). There will be two 20 to 25 minute presentations given by House Officers each followed by 5 minutes of question and answers. To find your presentation requirements, see your Program Manual. Should you miss a House Officer Seminar you will be required to fill out an LSU SVM Leave form for the seminar that you missed. The seminar schedule is coordinated by Dr. Colin Mitchell, should you have any questions.

## VTH Holiday Schedule

The Veterinary Teaching Hospital creates and distributes a holiday schedule to make sure that the hospital is covered during the official university holidays (Independence Day, Labor Day, Thanksgiving, Christmas, New Year's, Martin Luther King Day, Mardi Gras and Good Friday). For more details see the Veterinary Teaching Hospital Administration Office. Since the hospital is open 24/7/365 and LSU gives paid holidays to its employees, should you be obligated to work on a day that is a paid holiday, you are allowed to take that holiday on a different date with your supervisor's approval. You are asked to fill out a holiday credit slip for the holiday that you worked, get it signed by your faculty mentor, and submit it to the VCS Office. Holiday credit is tracked by the VCS Office. Unfortunately, Workday cannot track holiday credit hours so use of holiday credit for annual time off MUST be done using the holiday credit slip.

## Connecting to Wifi at LSU SVM

You may be required to agree to the internet usage terms by first registering your device at [netreg.lsu.edu](http://netreg.lsu.edu). You agree by entering your LSU email address in full (with @lsu.edu extension) and your MyLSU password. Once on campus, the wifi network is called “eduroam” and you login using your MyLSU ID (no @lsu.edu extension) and your MyLSU password.

## Mailboxes

You have a mailbox in the VCS Office that you can access 24/7/365. You will also have a Clinical Pathology mailbox that you will receive a paper copy of lab results in (you are automatically emailed these lab results). You may also have a mailbox within your service. Please be sure to check all mailboxes and your LSU email on a regular basis.

## Mail at LSU SVM

SVM related mail can be sent through the SVM mailroom deposit slots outside of Room 1201, behind the cafeteria. All mail must include an account code that the mail should be billed to. The account code to be used will depend on the contents and purpose of the mailing. Personal mail (even with postage stamps) cannot be mailed from the LSU SVM. Personal mail will either be returned to the employee’s mailbox if a return address is present. If there is no return address, it will be discarded.

## Packages at LSU SVM

The SVM has a freight dock that will send and receive business related packages between the hours of 8am - 12pm and 1pm - 4:30pm. Any FedEx or UPS packages to be mailed out must be received at the Freight Dock with proper paperwork by 2:30 pm. Shipping forms can be acquired on the LSU SVM website under Resources > Employee > Administrative Documents. Please keep in mind that no personal packages should be sent to or from the LSU SVM. Contact Person: Marlana Roundtree ([mround1@lsu.edu](mailto:mround1@lsu.edu) or 578-9818)

## Building Keys

If you require a building key, please seek approval from your mentor via email then contact the VCS Office with approval attached and your request will be sent to main campus. The key making process may take a while so please make your requests as soon as possible.

## Office Supplies

Office Supplies are available to you in the VCS Office (VMED 2307). If you need supplies, you are welcomed to help yourself. If you notice that there is an absence of something, please contact Kevin Oubre at [Koubre2@lsu.edu](mailto:Koubre2@lsu.edu) in the VCS Office. Office supplies for the hospital should be received from hospital administration.

## Travel Procedures

The department head will email all House Officers in August to inquire about any travel requests so that money, if available, can be assigned to your travel. If you are planning to travel for university related purposes and use university money, you must obtain approval prior to making any travel arrangements. Before making travel arrangement: [Spend Authorization](#) & attach the [AS292A Employee Spend Authorization Attachment](#)

Do not forget to request time off for your travel. If you are using university funds for your travel, please be aware that flights should be organized through the LSU contracted travel agency, Short’s Travel Agency, and paid for by your personal credit card or your La Carte card (LSU issued credit card). La Carte

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cards must be requested via an AS700 form approved by the VCS Department Head and sent to Accounts Payable & Travel. Keep in mind that before you can receive your La Carte Card you will have to complete an online training module called "La Carte Distribution."

After your travels, if you require reimbursement from LSU, you will need to complete the following: [Expense Report – Travel Business Purpose](#) & attach supporting documentation (i.e. receipts). For more details on Travel regulations, visit the [Accounts Payable & Travel](#) webpage.

## Technology Issues

If you are having an issue with a computer or printer at the SVM, you can request an IT Help Ticket at the SVM homepage > Resources > Employee > Information Technology > Submit Request.

## Lecture Notes

If you require the printing of notes for a student lecture that you are giving, you can send those to Kevin Oubre at [Koubre2@lsu.edu](mailto:Koubre2@lsu.edu) with the date you need them by, simplex or duplex, quantity, hole punched, stapled and, if in PowerPoint, how many slides per page. Please keep in mind that we can only print notes in greyscale so documents should not include color backgrounds or small pictures as they will result in poor note quality. The turn-around for notes to be printed is 3 business days so please plan accordingly.

## Opening Office Doors

If you need an office door opened outside of business hours you can contact the SVM Security Desk at 578-9811.

## Intellectual Property

Any intellectual property developed during your study must be reported to LSU, the funding agency and its contractors. You must adhere to the Bylaws of the Louisiana State University A&M system, specifically Chapter VII as found here: [http://www.lsusystem.edu/docs/bylaws/Bylaws\\_Chapter\\_VII.pdf](http://www.lsusystem.edu/docs/bylaws/Bylaws_Chapter_VII.pdf) as well as all LSU policies and procedures during your training.

## Board Certification

[ABVP](#), [ABVT](#), [ACLAM](#), [ACPV](#), [ACT](#), [ACVAA](#), [ACVB](#), [ACVCP](#), [ACVD](#), [ACVECC](#), [ACVIM/CARD](#), [ACVIM/INTMED](#), [ACVIM/LA](#), [ACVIM/NEUR](#), [ACVIM/ONC](#), [ACVM](#), [ACVN](#), [ACVO](#), [ACVP](#), [ACVPM](#), [ACVR](#), [ACVR/ONC](#), [ACVS](#), [ACVSMR](#), [ACZM](#) and [AVDC](#).

## Employee Relations

For information about FMLA, Crisis Leave, Employee Assistance Program, Grievance Policy, etc. please see the [Employee Relations webpage](#).

## Life in Baton Rouge

[www.brac.org](http://www.brac.org)

## Outside Employment

As per [PM-11](#), LSU requires employment outside of LSU to be reported in a PM-11 form. If you are traveling to a conference and you are being paid, outside of travel, hotel and meal accommodations, a PM-11 form is required.

## Veterinary I Network (VIN) Registration

[http://www.vin.com/members/cms/document/default.aspx?id=4732875&pid=473&catid=&said=1#Section2\\_4](http://www.vin.com/members/cms/document/default.aspx?id=4732875&pid=473&catid=&said=1#Section2_4)

Veterinary students, interns, and residents at accredited US, Canadian, and Caribbean veterinary universities receive VIN membership for free when they sign up using a school provided e-mail address. Students, interns, and residents from other veterinary schools should contact VIN for membership access ([vingram@vin.com](mailto:vingram@vin.com)). See the "[Academic Membership Policy](#)" FAQ for more information.

## Hospital Information Systems

MyLSU – main LSU user ID and password

Also used to login to SVM computers – log off before walking away

VPN – to access campus network services from off campus

<http://grok.lsu.edu/categories.aspx?parentcategoryid=2158>

Cornerstone – Hospital appointment and billing system

Efilm – Radiology System

Discharge Summaries – <http://130.39.48.9/dischargesummary/>

Diagnostic Lab - <https://laddl-lims.lsu.edu/laddlonline/login.aspx>

Username: sac password: LADDLsac1

Clin Path - <http://130.39.48.69> or <http://www.tinyurl.com/lsuclinpath>

Username: webuser password: webuser1

## SVM Policy on Postings on Internet / Social Networking Sites:

Posting, releasing or otherwise disclosing photos, identifiable case descriptions, images, or records related to the educational, clinical, or research activities of the School of Veterinary Medicine, outside of the School of Veterinary Medicine via social networking sites (e.g. Instagram, Facebook, Twitter, etc.) or via other than standard professional means of query and/or dissemination of educational, clinical, or research information is prohibited. This policy applies to all students, faculty, staff, clients, and visitors of the School of Veterinary Medicine and to all activities of the School of Veterinary Medicine, on or off campus, related to veterinary clinical services and teaching and research labs. Pictures of animals (whether owned by University or client), and client information are strictly forbidden from being published or posted on social networking sites such as "Facebook", "Twitter" and "Instagram"; and non-educational blogs, message boards, or internet websites; without the prior approval from, an appropriate Supervisor, Department Head, Director of the Veterinary Teaching Hospital and Clinics, or the Director of the Louisiana Animal Disease Diagnostic Laboratory. This policy is to promote the safety and privacy of students, faculty, staff, clients, and visitors. Failure to comply with this policy could result in damage to persons or property, may be a violation of legal, professional, and/or ethical obligations, and may result in disciplinary action by the School of Veterinary Medicine, up to and including dismissal.

Upon separation

Individuals are responsible for updating their mailing address information by completing the appropriate USPS forms at <https://www.usps.com/manage/manage-your-mail.htm>.