

OCHSNER CLINICAL SCHOOL

Visiting Onshore Student Guide

TABLE OF CONTENTS

General Information	Page 2
Medical Attention	Page 3
Ochsner Health System	Page 3-4
Cross Cultural Awareness	Page 5-6
Emergency and Severe Weather Preparedness	Page 6-7
A – Z Guide	Page 7-9



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA



Ochsner
Clinical School

GENERAL INFORMATION

Located at the mouth of the Mississippi River in southern Louisiana, New Orleans is the largest city in the state and one of the South's commercial centres.

With a population of approximately 400,000 people, the climate of New Orleans is humid subtropical with short, generally mild winters and hot, humid summers. In January, morning lows average around 45 °F (7 °C), and daily highs around 64 °F (18 °C). In July, lows average 76 °F (24 °C), and highs average 92 °F (33 °C).

The motto, "Laissez Les Bon Temps Roulez," Let the Good Times Roll, is a testament to the resiliency and spirit of the city and its people. The cultural riches, sensual indulgences and unparalleled service that define the New Orleans experience continue to flourish, as they have for centuries.

New Orleans has traditionally been known for having nightlife second to none, housing bars and drinking establishments many of which are located on the famous Bourbon Street in the French Quarter. Over the years, visitors to this area have grown accustomed to walking through the street with an alcoholic beverage in hand, sampling first-rate jazz, blues, and other types of music through all hours of the night.



MEDICAL ATTENTION

NOTE: Students should be aware that the cost of healthcare in the United States is vastly different from Australia and other countries.

Students may visit [Ochsner's International Health](#) website for additional resources and links related to Ochsner, the Brent House, and New Orleans.

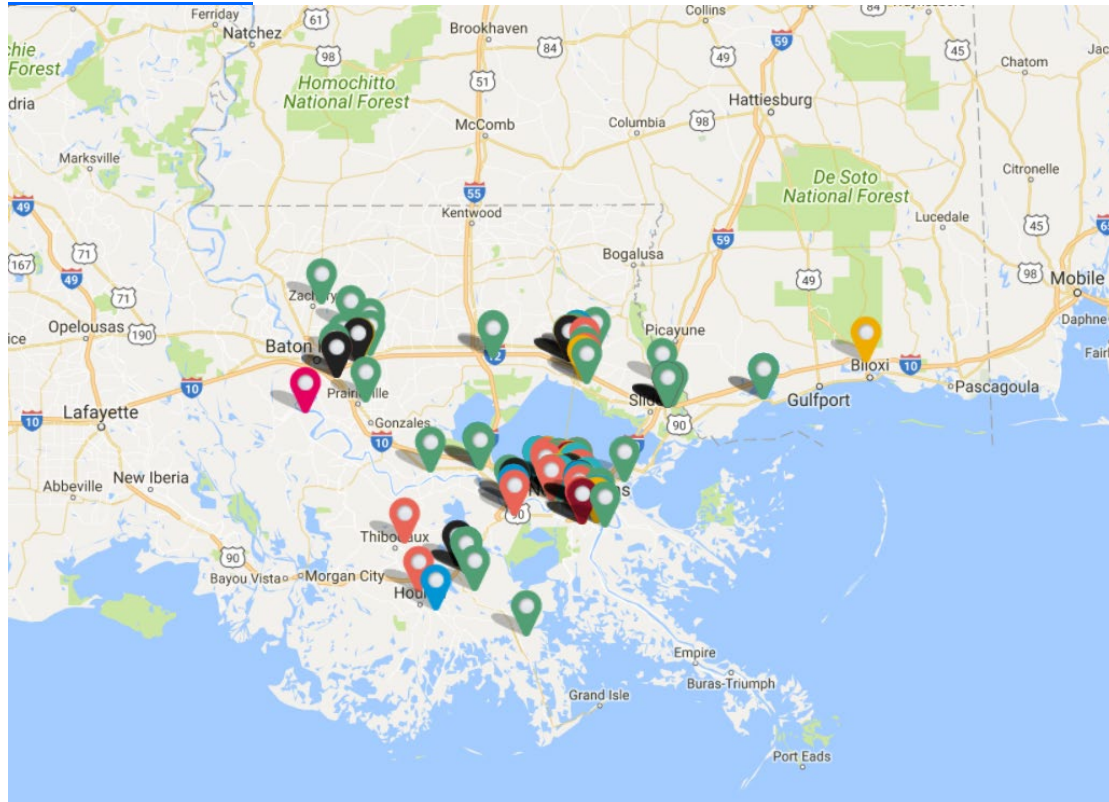
- For **non-emergency medical care**, students can visit the Ochsner International Health Office located on the first floor of the Brent House, Suite 100, Monday-Friday from 7:00 am-5:00 pm. You may also call the office during these hours at (504)-842-3719.
- For **emergency medical care**, students should go to the Emergency Room (ER), and call Nelly Estrada (504) 842-1289.

The UQ Student Travel Insurance policy is structured in that students pay **out-of-pocket** for their medical care, and then submit the receipt and travel insurance claim form for reimbursement within 30 days to insuranceclaims@uq.edu.au. More information regarding UQ's Student Travel Insurance is located at [UQ's Student Travel Procedure webpage](#).

For further information regarding these student health services or other questions related to health maintenance, please contact the Ochsner Clinical School Administration Office at (504) 842-7460 or med.ocsStudentAdmin@uq.edu.au

OCHSNER HEALTH SYSTEM

[Ochsner Locations](#)



Hospital Identity Card

- Students should wear their Ochsner ID card (provided during orientation), as well as their UQ ID card (with photo) at all times while on any Ochsner campus so that:
 - You will be recognized as a student of the OCS health care team.
 - Patients and visitors can identify you when they need help.
 - The Security Department will be able to recognize you as an OCS student when on campus.
- A refundable deposit of US\$20.00 is charged for the card in order to replace lost or stolen cards.

Ochsner Medical Library



- The Medical Library and Archives offers a wide range of services including: online catalogs, information desk assistance, document delivery, printing and scanning services, computer and internet services, and educational workshops.
- Ochsner library staff has access to UQ resources and maintains up-to-date UQ recommended texts to assist students studying on campus.

Computer and Internet Access

- Ochsner is proud to be listed among the “Most Wired Hospitals” providing free Wi-Fi access throughout all locations.
- Computer and internet access is available in the Ochsner Medical Library, as well as the Student Activity Center on the Ochsner Clinical School Main Campus. Both areas are available to Ochsner staff and students 24 hours a day, using the Ochsner ID card.

Hospital Cafés and Restaurants

- *Bistro '42* (Monday-Sunday)
 - Breakfast: 6:30am – 10:00am
 - Lunch: 11:00am – 3:00pm
 - Dinner: 4:00pm – 8:00pm
- *Southport Café* (Monday-Friday)
 - Breakfast: 6:00am – 10:00am
 - Lunch: 11:00am - 2:00pm
- *PJ's Café* (Monday-Sunday)
 - Monday-Friday: 6:00am - 8:00pm
 - Saturday-Sunday: 6:00am-2:00pm
- *Smoothie King* (Monday-Sunday)
 - Monday-Friday: 7:00am - 7:00pm
 - Saturday-Sunday: 7:00am-2:00pm

Fitness

Brent House Fitness Center, on the main Hospital campus is available for use by UQ Students and is open 24 hours, 7 days a week.

- Students wishing to use the center can access the fitness center using their hospital ID.
- The center offers treadmills, ellipticals, bikes, steppers, toning machines and free weights; in addition, locker rooms with showers, towels and toiletries are available.

CROSS CULTURAL AWARENESS

Public Transport in New Orleans

Public transportation in the New Orleans region is somewhat limited and at times unreliable. Several clinical sites are generally not served or have limited service during the early morning and late evening hours, which are often required when doing clinical rotations. **As a result, all students are strongly urged to have a valid driver's license and access to a reliable means of transportation while at the Ochsner Clinical School.**

[Click here to learn more about NOLA Transportation Methods](#)

Dress

Casual and business attire in the US is similar to Australian style. While keeping in mind that the weather will reach quite high temperatures and high humidity during the summer months, it is still important to dress in a manner that is respectful to your professors, medical staff, and the patients to whom you come into contact while adhering to institutional safety and infection control standards. Maintaining a professional appearance is an important part of being a doctor, and personal appearance is of the utmost importance and concern at Ochsner Health. All medical students are expected to present a well-groomed appearance.

- Male students should wear a proper fitting dress shirt and tie with appropriate trousers (no jeans or shorts).
- Female students should wear a professional proper fitting blouse with slacks or skirt (avoid excessively low-cut necklines or revealing clothing).
- Exceptions to this rule will be made only when a student is on a service that requires wearing a scrub suit.
- During orientation, students will receive short white lab coats with UQ crests. These lab coats should be worn at all times while on rotation.

Security

Like many US metropolitan areas, New Orleans has a high violent-crime rate, and visitors should exercise caution, especially at night. Suggested tips are:

- Try not to appear like a tourist
- Be aware of your surroundings and avoid suspicious characters
- Travel in groups
- Lock windows and doors in your accommodation
- Try not to walk alone at night, and stick to well-lit, well-populated areas
- Take an Uber, Lyft, or Taxi at night where possible, instead of walking

Gratuities

Tipping service staff is standard practice in America, especially at restaurants and cafés. The general rule is to tip 20% of the total cost of your meal; most high-end restaurants will expect 30%. Bartenders expect a US\$1 tip per drink. Taxi drivers and hairdressers will expect at least a 10% tip.

For a complete listing of all local attractions and Life in New Orleans, please visit the [UQ-Ochsner MD Program - Student Life - Living in New Orleans](#) also <http://www.neworleanscvb.com>.

Celebrations

- **Mardi Gras –**

Mardi Gras is a celebration steeped in the tradition and history of New Orleans. Translating as “Fat Tuesday,” Mardi Gras is the closing of “Carnival,” a period of celebration that starts on 6th January each year. Mardi Gras is a public holiday in New Orleans. Several activities are open to the public on Fat Tuesday, including a number of parades in the New Orleans area. If you plan to join the festivities, it is suggested you plan ahead, as public transportation, shops and other businesses will be operating differently than they would on a normal working day, and many roads will be closed. [Click here for more information!](#)



- **New Orleans Jazz and Heritage Festival –**

The [New Orleans Jazz Fest](#) is held over two weekends at the end of April and the beginning of May. Huge crowds of around 400,000 people are drawn to the Fair Grounds Race Track. Beginning as a music festival in 1970, the Jazz Fest has now become a cultural festival, recognizing all that New Orleans is famous for. In the evenings, the Jazz Fest celebrations will spill out into the French Quarter and other nightlife areas of New Orleans.



EMERGENCY AND SEVERE WEATHER

Living with the threat of tropical storms and hurricanes is a part of living in New Orleans and surrounding areas. **Hurricane season officially begins June 1 and ends November 30.** New Orleans is a city that has seen firsthand the devastating effects that weather can have, and therefore takes disaster planning very seriously. Students visiting Ochsner should be vigilant regarding instructions and information about disaster and evacuation.

Because the first concern is for the safety of patients, students, and employees, Ochsner Health has plans and teams in place ready to respond should a storm threaten the New Orleans area. In partnership with local and state emergency officials, Ochsner plans ahead and continually makes improvements to emergency plans and procedures.

Ochsner Severe Weather/Disaster Plan

- If a severe weather event threatens Southeast Louisiana, the Head of the Ochsner Clinical School in conjunction with the Ochsner Health Executive Team and Safety Director may make the decision to close the Ochsner Clinical School.
- It is important to note that in the event of a call for evacuation, only “Team A,” personnel essential to the care of patients and operation of the facility, are allowed to remain on the campus.
- All UQ medical students rotating at the Ochsner Clinical School will be designated as “Team C” in the Ochsner Medical Center Severe Weather Preparedness Plan. As a member of “Team C,” students *will be expected to seek shelter and safety on their own and await to hear next steps for reporting after the storm has passed.*

- The Ochsner severe weather/disaster policy and procedure is clearly explained to students during OCS orientation. Students should refer to the [OCS Severe Weather Policy](#).
- Ochsner has several mechanisms to “stay in touch” with students and employees, including toll free call-in numbers and emergency websites that are activated at the time of an emergency. Each student will also have an administrative contact for questions and updates.

A - Z GUIDE

A

Air-Conditioning

Air-conditioning is standard in most buildings. Some buildings, especially government and public buildings, tend to become quite cold and a light-weight jacket may be required.

Airport

New Orleans' major airport is Louis Armstrong International Airport

B

Business Hours

Most stores will be open from 10am—6pm. Restaurants generally serve breakfast from 8 am, lunch from 11 am and dinner from 6 pm. Please verify store hours with the businesses directly.

C

Climate

In January, morning lows average around 45 °F (7 °C), and daily highs around 64 °F (18 °C). In July, lows average 76 °F (24 °C), and highs average 92 °F (33 °C).

Credit Cards

Major credit cards such as Visa, Master Card, Diners Cards and American Express are accepted in larger shops and businesses. It is quite common to be requested to show photo identification when paying for purchases by Credit Card in retail outlets. You will be required to enter a valid Credit Card or use PayPal for many online transactions. You may also be asked to provide a US address.

Currency

The US Dollar (US\$) is the only currency accepted in the USA. Coins come in denominations of 1¢ (penny), 5¢ (nickel), 10¢ (dime), 25¢ (quarter), 50¢ (half-dollar) and the \$1 coin (half-dollar and dollar coins are rarely seen or used). Quarters are most commonly used in vending machines and parking meters. Notes come in \$1, \$2, \$5, \$10, \$20, \$50 and \$100 denominations.

D

Daylight Savings Time

In the United States and Canada, Daylight saving time starts on the second Sunday in March and ends on the first Sunday in November, with the time changes taking place at 2:00 a.m. local time. In March, clocks are moved forward one hour. In November, clocks will need to go back an hour.

Debit Cards

ATMs are in abundance in most US cities, and cards from most Australian financial institutions are accepted. Contact your financial institution directly for more information.

Duty-Free Import Allowance

The following goods can be taken into the US by visitors over 21 years of age:

- 200 cigarettes or 100 cigars or 2kg of smoking tobacco
- One litre of alcohol—carrier must be over 21 years of age
- Gifts or articles up to the value of US\$400

E

Electrical Appliances

The United States uses 110 to 120 volts AC (60 cycles). Visitors will need a 110-volt transformer and a plug adapter with two flat parallel pins to operate them. It is recommended to purchase this before travelling to the US.

Emergency Contact Details

<i>Ambulance</i>	911
<i>Police</i>	911
<i>Fire</i>	911

I

Insurance

Visitors are advised to take out adequate travel insurance when traveling to New Orleans. Please review the UQ Student Travel Insurance to consider whether this suits your needs.

L

Language

English is the national language in the US. Visitors may hear colloquial language that is local to the New Orleans area. If you are not sure the meaning of a phrase, simply ask the speaker or a colleague.

P

Prohibited Items

A full list of items prohibited from being brought into the US can be found on the [US Customs and Border Patrol](#) website.

Public Toilets

It is not common to find public toilets on the streets of New Orleans, but most hotel lobbies, department stores and public buildings will have visitor toilets.

R

Rain

The average rainfall in New Orleans is 62 inches (157 cm). June is the city's wettest month.

S

Sales Tax

The sales tax in Louisiana is 9%. Unlike the Goods and Services Tax in Australia, the Sales Taxes are added at the register, and therefore are not included on the price tag of the item. Visitors should remember this when making purchases.

T

Telephone

International calling cards can be purchased from most convenience stores in New Orleans. International roaming can be used but can be expensive for longer visits. Some visitors purchase pre-paid mobile (cell) phones while in the US. Skype is a cheap way to contact people worldwide and can be downloaded onto a PC or laptop by visiting [Skype](#).

Time Zone

New Orleans is in the Central Standard Time zone. Central Time is 15 hours behind the Brisbane time zone, e.g. 12 pm on Monday in Brisbane will be 9 pm on Sunday in New Orleans. Please refer to the Daylight Savings Time section for information about particular parts of the year.

Travel Documents

Photocopy important travel documents such as traveler's checks and airplane tickets. Store separately from originals and give a copy to someone in Australia.

V

Vaccinations

There are no standard vaccinations required for travel to the U.S; however, Ochsner Clinical School has specific immunization requirements which must be met prior to arrival for your rotation.

