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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 43 °F (6 °C), and daily highs around 62 °F (17 °C). In July, lows average 74 °F (23 °C), and highs average 91 °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.
ROTATION INFORMATION

Rotations available to The University of Queensland MBBS students at Ochsner Clinical School are:

Year 3
- Medicine
- Surgery
- General Practice
- Medicine in Society (International Students Only)
- Mental Health

Year 4
- Paediatrics and Child Health
- Obstetrics and Gynaecology
- Specialties 1
- Specialties 2
- Elective Placement

Please Note
- General Practice and Medicine in Society rotations may have some or all components of the rotation at regional sites.
- Specialties 1 rotations may only consist of two 4-week blocks.
- An 8-week Specialties 2 rotation consists of 4 weeks Critical Care, 2 weeks Ophthalmology and 2 weeks of ENT, Cardiothoracic Surgery or Neurosurgery.
- A list of available specialties for Elective rotations at Ochsner can be found on the MBBS Guide.

On the 10 May 2010, Ochsner Clinical School was officially opened in a ceremony held at Ochsner Clinic Foundation, New Orleans

Left to Right: Prof David Wilkinson, Prof Bill Pinksy, Prof Nick Fisk, Prof Paul Greenfield,
CONTACTS - ORGANISING YOUR ROTATION

School of Medicine

*International Officer*

**Georgia Eddy**  
School of Medicine  
Herston QLD 4006  
Ph: + 61 7 3365 5048  
Email: neworleans@som.uq.edu.au

- Please submit your application and general enquires to the International Officer

*Clinical Years Administration Assistant*

School of Medicine  
Ph: +61 7 3346 5210  
Email: MBBS3and4@som.uq.edu.au

- For information about your rotation allocation, please contact the Clinical Years Administration Assistant

*American Embassy*

Moonah Place  
Yarralumla, ACT 2600  
Web: http://canberra.usembassy.gov/  
Ph: (02) 6214-5600
CONTACTS – WHILE ON ROTATION

Education Program Managers

Mr Scott Peters, MSHCM
Office: 504-842-0197
Mobile: 504-251-5723
Email: speters@ochsner.org
scott.peters@uq.edu.au

Mrs Charlotte Steger, MA
Office: 504-842-9174
Email: csteger@ochsner.org
c.steger@uq.edu.au

Administrative Coordinator

Ms Sandra Stromeyer
Office: 504-842-0558
Email: sstromeyer@ochsner.org

Communications through the Ochsner Clinical School Administrative Offices and The University of Queensland will maintain your UQ email account as the primary source of communication for rotational administration and University School of Medicine news and updates.

Ochsner Clinical School Website
www.ochsner.org/uq
FLIGHTS AND ARRIVAL

Travel Arrangements

Students going on rotation are responsible for the costs of travel to and from New Orleans. Most international carriers to the US will fly either directly from Brisbane, or via Sydney to Los Angeles. From Los Angeles a domestic carrier can be taken from Los Angeles to New Orleans. Delta Airlines now also flies from Sydney to New Orleans (with stopovers). A return flight (both legs) will range between AUD$1600 to $3000*. Usually the earlier flights are booked, the less expensive they are.

Some of the international carriers include:

V-Australia  
http://www.vaustralia.com.au

Qantas  
http://www.qantas.com.au

Delta Airlines  
http://www.deltaairlines.com.au

United Airlines  
http://unitedairlines.com.au

Some of the US domestic carriers include:

Delta Airlines  
http://www.deltaairlines.com.au

United Airlines  
http://www.united.com

American Airlines  
http://www.aa.com

* This information is a guide only, prices will vary depending on the airline and the time of year of the travel

On Arrival

A few weeks before your scheduled rotation, the Ochsner Clinical School Administrative Team will provide you with information about your arrival in New Orleans, details of your arrival may vary based on where you are staying and when you are arriving in New Orleans.

Ochsner Clinical School - Visiting Student Checklist  
STUDENT TRAVEL INSURANCE AND LIABILITY

The University of Queensland carries a Business Travel Policy which covers students of the University. This covers any trip exceeding 50kms from the travelers' normal place of residence or business premises up to duration of 12 months of any one trip.

Cover shall apply only whilst the traveler is engaged in a trip undertaken for academic or business purposes, including incidental private travel. Associated leisure/private travel means travel taken either side of or during authorised academic trip. The associated travel portion for students is 5 days in total.

The University of Queensland Student Travel Policy is through:
ACE Insurance Limited
Ph: +61 2 8907 5995 (reverse charges to Australia)
UQ Policy Number: 01PP52920

Please contact the International Officer at neworleans@som.uq.edu.au to receive a summary of the Student Travel Insurance coverage

Medical Attention

During Ochsner orientation Traditional UQ Students are advised to register with the Ochsner International Health & Financial Services (IFS) Office, located on the first floor of the Brent House, #112. By registering, students receive a card with their name, a clinic number, and valid dates for use. This allows students to be recognized as international and receive a discount on all medical services. The card serves as an identifier allowing students to go to medical appointments or emergency room visits without having to pay at the time of the visit. After services have been rendered the IFS office will generate a bill for students to pay prior to leaving Ochsner.

The UQ Student Travel Insurance policy is structured in that students pay out-of-pocket for the medical care and then submit the receipt and travel insurance claim form for reimbursement from the insurance company. More information regarding UQ’s Student Travel Insurance is located at http://www.fbs.uq.edu.au/insurance.

Students can access the International Health Services to facilitate appointment scheduling either in person or by calling (504) 842-3719 or (504) 842-3273. For after-hours care or on weekends, students should call (504) 538-8165.

For further information regarding these student health services or other questions related to health maintenance, please call the Ochsner Clinical School Education Manager at (504) 842-0197.
VISA INFORMATION

Students travel to the U.S under section 9 FAM 41.31 N10.4-1 of the U.S Department of State Foreign Affairs Manual

Visa requirements for the US will depend on the nationality of the applicant and the length of time spent in the US.

Visa Waiver Program

“The Visa Waiver Program (VWP) enables nationals of certain countries, including Australia, New Zealand, and the U.K., to travel to the United States of America for tourism or business for stays of 90 days or less without obtaining a visa, if certain requirements are met. Under the VWP, time spent in Canada, Mexico, and adjacent islands counts towards the maximum of 90 days stay allowed under the program.” Embassy of the United States, Canberra (http://canberra.usembassy.gov/visa_waiver_prog.html)

Nationals for 34 countries are eligible to apply for the Visa Waiver Program: Andorra, Australia, Austria, Belgium, Brunei, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, the Netherlands, New Zealand, Norway, Portugal, San Marino, Singapore, Slovenia, Slovakia, South Korea, Spain, Sweden, Switzerland, and the United Kingdom

Apply for Visa Waiver online at the Electronic System for Travel Authorisation (ESTA) website: https://esta.cbp.dhs.gov/

Canadian Nationals

“An alien who is studying at a foreign medical school and seeks to enter the United States temporarily in order to take an “elective clerkship” at a U.S medical school’s hospital with remuneration from the hospital. The medical clerkship is only for medical students pursuing their normal third or fourth year internship in a U.S medical school as part of a foreign medical school degree…”

U.S Department of State Foreign Affairs Manual Volume 9 – Visas Section 9 FAM 41.31 N10.4-1

National from countries other than VWP countries

Please consult the US Embassy in your home country for the entry requirements for the US

Australian Nationals staying for longer than 90 days

For those students staying in the US for more than one rotation, you will need to apply for a B1/B2 Visa. The US Consulate does not have an office in Brisbane, the closest office is Sydney. Applicants need to attend an interview to apply for this Visa, which can be booked online. The application fee for a B1/B2 visa is US$131 (subject to change, without notice).
IMMUNISATION REQUIREMENTS

Ochsner Health System policy requires UQ students to have the following health checks and immunisations:

- **TB – Mantoux Test** –
  Must be done within 12 months of your placement. Students may be able to get this free of charge at the TB Control Centre (PA Hospital). Ph: +61 7 3869 3963. Waiting list so book ahead of time.

- **Flu Shots** –
  Students going during the North American winter require up-to-date flu shots. MBBS students should be getting shots every 12 months. Will cost around USD$30 in New Orleans and should be done as soon as you arrive. You must provide proof.

- **Drug Screen** - Must provide evidence of clean test

- **Rubella, Mumps, Measles, Chicken Pox, Hep B** –
  copies of your MBBS immunisation records are sufficient

- **Negative Background & Sexual Offender Registry Check** -
  QLD Working with Children Blue Card is sufficient

Students who cannot provide adequate documentation of prior immunisation or physician-diagnosed diseases must receive immunisation to these diseases prior to the beginning of the clinical rotation.
Accommodation and Facilities

- Ochsner does not provide any on-campus housing for students
- Limited rooms are available for UQ students in shared housing (shared with other UQ students only), within walking distance of the main Jefferson Highway campus
- Rent for shared housing is US$600 per month per person, each room is for single occupancy only. Rent is due on arrival in New Orleans at orientation, payment is expected to be paid in full for the whole duration, not on a monthly basis, by US cash, credit card, or traveler’s cheques
- Accommodation will be given on a first-come, first-serve basis; interest in accommodation should be advised when submitting an application to Ochsner Clinical School
- Students who have opted not to use this accommodation have found suitable and affordable accommodation by using Craig’s List (http://www.craigslist.com) and other community sites

Fitness

Brent House Fitness Centre, 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 centre will be required to complete a release and health form and can access the fitness centre using their hospital ID
- The centre offers treadmills, ellipticals, bikes, steppers, toning machines and free weights, in addition, locker rooms with showers, towels and toiletries are available
- UQ students can also join Ochsner Elmwood Fitness Center on Clearview Parkway, utilising the Ochsner discount, and add their families

Hospital Canteen and Restaurants

- The Southport Café is open for Breakfast 6.00 am — 10.00 am, Lunch 11.00 am — 3.00 pm and Dinner 4.00 pm — 8.00 pm daily
- Café Zucchini is open between 6.00 am — 8.00 pm Monday to Friday
Gift Shop

The Ochsner Gift Shop, located on the 1st floor of the Atrium Tower, offers unique, affordable gifts as well as magazines, candy, sundries, greeting cards, fresh flowers, plants and balloons. The Gift Shop is open from 8.00 am — 6 pm Monday to Friday and 10 am — 3.00 pm on Saturdays. All proceeds from the Gift Shop go towards medical research at the Ochsner Clinic Foundation.

Hospital Identity Card

- Students should wear their Ochsner ID card, as well as their UQ Hospital ID card at all times while on the Hospital campus so that:
  - You’ll 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$10.00 is charged for the card in order to replace lost or stolen cards.

Your Ochsner ID card can also be used as a debit card on campus. You can place money on your card at the cashiers in either cafeteria, and you will maintain a credit on your card until you have used all funds. This process can be done continuously.

Computer and Internet Access

- Ochsner is proud to be listed among the “Most Wired Hospitals” providing free Wi-Fi access throughout all of its locations
- Computer and internet access is available in the Ochsner Medical Library to students, the Library is available to Ochsner staff and students 24-hours a day, using the Ochsner ID card
- Ochsner UQ-student housing has wireless internet access, students staying in this accommodation will need to bring their own computers

Ochsner Medical Library

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

Public Transport in New Orleans

Public transportation in the New Orleans region is somewhat limited and at times unreliable. Several clinical sites such as those for the Medicine in Society and General Practice rotations are generally not served or have limited service during the
early morning and late evening hours often required when doing clerkships. 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.

- New Orleans Transit Authority and Jefferson Transit Authority have bus lines operating in New Orleans, however schedules may not be as regular, or as often, as students are used to in Brisbane
  - New Orleans Transit Authority—www.norta.com/routes/
  - Jefferson Transit Authority—www.jeffersontransit.org/
- The city of New Orleans is primarily flat, and there a several bike tracks in the city, including one that goes along the Mississippi River right past the main Ochsner campus. To find out more about the city’s bike travel, review the New Orleans Bicycle Club website: www.neworleansbicycleclub.org/rides
- Several streetcar lines still operate through New Orleans, including the historic St Charles line, the oldest continuous operating streetcar in the world. New Orleans Streetcars are not only a method of public transport but an excellent way to see the sights of the city.
- Taxi services—New Orleans is actually a geographically small town, which makes most journeys by cab very affordable

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. Looking professional is an important part of being a doctor. Personal appearance is of the utmost importance and concern at the Ochsner Health System. 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.

Security

New Orleans does have 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, while not there
- Try not to walk alone at night, and stick to well-lit, well-populated areas
- Take a taxi at night where possible, instead of walking

Gratuities

Tipping service staff is standard practice in America, especially at restaurants and cafes. The general rule is to tip 15 per cent of the total cost of your meal, most high-end restaurants will expect 20 per cent. Bartenders expect a US$1 tip per drink. Taxi drivers and hairdressers will anticipate a 10 per cent tip.
CROSS CULTURAL AWARENESS

For a complete listing of all local attractions and Life in New Orleans, please visit the Ochsner Clinical School webpage, www.ochsner.org/uq and also at 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 6 January each year. Mardi Gras is a public holiday in New Orleans, in 2012, Mardi Gras will fall on 21st February. Several activities will 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 transport, shops and other business will be operating differently than they would on a normal working day, and many roads will be closed.

- **New Orleans Jazz and Heritage Festival** –
  The Jazz Fest is held over two weekends from April 27th to May 6th, 2012. Huge crowds of around 400 000 people are drawn to the Fair Grounds Race Track. Originally, beginning as a music festival in 1970, the Jazz Fest has now become a cultural festival, recognising all that New Orleans is famous for. In the evenings, the Jazz Fest celebrations will spill out into French Quarter and other nightlife areas of New Orleans. More information about Jazz Fest can be found at http://www.nojazzfest.com
Hurricane Katrina

In August 2005, Hurricane Katrina hit New Orleans, causing devastating effects on the city. The City continues in the process of rebuilding both the structural aspect of the city along with the community spirit New Orleans is famous for.

Many of the community members that UQ students will work and interact with in New Orleans have been affected in some way by Hurricane Katrina. Visitors to New Orleans should understand that some locals may not want to discuss Katrina, or their personal experiences during the storm and respect this preference.

New Orleans is a city that has seen firsthand the devastating effects that weather can have, and therefore take disaster planning very seriously, students visiting Ochsner, should be vigilant regarding instructions and information about disaster and evacuation.

Ochsner Severe Weather/Disaster Plan

- Should a severe hurricane threaten the New Orleans area and an evacuation is called by local officials, students will be advised to seek shelter outside the city. Ochsner emergency personnel will make every effort to provide as much advanced notice as possible and the Academic Division Administrative Staff will take responsibility to assure that all students receive necessary information.

- The Ochsner severe weather/disaster policy and procedure is clearly explained to students during OCS orientation.

- 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.

- 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. UQ students rotating at the Ochsner Clinical School will be designated as “Team A” in the Ochsner Medical Center Severe Weather Preparedness Plan. Students will report to the Ochsner Medical Center – New Orleans campus and assigned a responsibility while on campus. All students electing to not participate as Team A in the Ochsner Clinical School preparedness plan will be expected to seek shelter and safety on their own.
**A TO Z GUIDE**

**A**

*Airport*
New Orleans' major airport is Louis Armstrong International Airport

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

**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.

**C**

*Climate*
In January, morning lows average around 43 °F (6 °C), and daily highs around 62 °F (17 °C). In July, lows average 74 °F (23 °C), and highs average 91 °F (33 °C).

*Credit Cards*
Major credit cards such as Visa, Master Card, Diners Cards and American Express are accepted, in most 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 require a Credit Card for many online transactions and 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**

*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

*Daylight Savings Time*
In the United States and Canada, Daylight Savings Time 2012 begins March 11th – clocks are moved forward one hour at 2:00 AM on the second Sunday in March. It
ends on the 1st Sunday of November, November 4th, and clocks will need to go back an hour.

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**
- **Ambulance**: 911
- **Police**: 911
- **Fire**: 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

**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.

**Prohibited Items**
A full list of items prohibited to be bought into the US can be found on the US Customs and Border Patrol website: www.cbp.gov.

R

**Rain**
The average rainfall in New Orleans is 62 inches (157 cm). July 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 is not included on the price tag of the item. Visitors should remember this when making purchases.

T

**Travel Documents**
Photocopy important travel documents such as traveler’s cheques and airplane tickets. Store separately to originals and give a copy to someone in Australia.
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 will purchase pre-paid mobile (cell) phones while in the US. Skype is a cheap way to contact people worldwide and can be downloaded on to a PC or laptop: www.skype.com.

Time Zone
New Orleans is in the Central Time zone. Central Time is 16 hours behind the Brisbane time zone e.g. 1pm on Monday in Brisbane will be 9pm on Sunday in New Orleans. Please refer to the Daylight Saving Time section for information about particular parts of the year.

V
Vaccinations
There are no standard vaccinations required for travel to the U.S; however, Ochsner Clinical School has specific immunisation requirements which must be met prior to final approval of your rotation.
USEFUL WEBSITES

The University of Queensland School of Medicine
http://www.som.uq.edu.au

Ochsner Clinical School
http://www.ochsner.org/uq

Ochsner Clinic Foundation
http://www.ochsner.org

Smart Traveler (Department of Foreign Affairs and Trade)
http://www.smartraveller.gov.au/zw-cgi/view/Advice/United_States_of_America

Lonely Planet—Guide to New Orleans
http://www.lonelyplanet.com/usa/new-orleans

New Orleans Online
http://www.neworleansonline.com/

Embassy of the United States of America
http://canberra.usembassy.gov/

NOLA.com
http://www.nola.com/