

AN INTERN'S SURVIVAL GUIDE

From the personal notes of
VJ and Giselle Velez, MD

St. Vincent Charity Medical Center
Department of Internal Medicine

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I. INTRODUCTION

Welcome to the Internal Medicine family of St. Vincent Charity Medical Center. At last, the long wait is over. After months of MLEs, residency applications, traveling for interviews, matching, and visa applications, you are finally here to embark on yet another grueling chapter of your life.

Predictably, the next few days will be filled with excitement, apprehension and uncertainty. Things may seem overwhelming. However, take comfort that a lot of the residents have been through the same experience and SURVIVED!!!

It isn't easy being a stranger in a strange land. One can't help but feel like a fish out of water, when all of a sudden; you have to be comfortable in your new surroundings, and fast! For some people driving on the right side of the road will be a problem. Those of us who have never seen snow will soon have to contend with blizzards. The health system is different. Definitely, patients and peers will have a different culture and will act in ways counter to what one may expect in your country of origin. All in all, being a foreigner in the US is big enough of a challenge. Being a foreign medical graduate doing residency will even seem worse.

Bear in mind, that none of the residents survived by going solo. What makes this residency program special is the spirit of comradeship and solidarity. Internship will be a breeze, with a little help from your friends.

II. ABOUT ST. VINCENT CHARITY MEDICAL CENTER

St. Vincent Charity Medical Center is a 480-bed, full service inpatient and outpatient healthcare center who has served the Greater Cleveland community for the past 140 years. Located in the heart of downtown Cleveland, St. Vincent Charity Medical Center is a model of urban healthcare - progressive, vital, meeting the changing needs of the community today and tomorrow.

As a Catholic Hospital, St. Vincent's caregivers are dedicated not only to caring for the body, but also for the mind and the soul. This is a place where compassion is more than just a word - it is a vision. It provides tremendous vital medical, surgical and emergency care resource for patients. St. Vincent Charity Medical Center is owned in partnership between the Sisters of Charity of St. Augustine Health System and University Hospitals Health System.

III. MESSAGE FROM THE PROGRAM DIRECTOR

Welcome to the St. Vincent Charity Medical Center/Saint Luke's Medical Center Internal Medicine Residency. We have a great tradition of excellence in residency training in Cleveland, Ohio. We are training internal medicine residents to be responsive to the present and prepared for the future.

Medicine in the year 2007 and beyond will be exciting - new knowledge, new technology, new communication techniques. In addition, major social and economic forces continue to play a role in the healthcare arena. The challenge of providing excellent, up-to-date practical medical education as we provide high quality care to our patients is one that confronts academic centers everywhere.

At St. Vincent Charity Medical Center/Saint Luke's Medical Center, we believe in a practical approach that combines an academic approach with a community-oriented view. We keep a national view, evidenced by our 5 year accreditation by the ACGME, while integrating the Core Competencies into our everyday teaching and patient care. Patient Care, Medical Knowledge and Professionalism have long been central to medical training. We have placed major emphasis on Communication Skills for more than the past six years with a required Communication Skills Seminar each year of training. Patient-Based Learning and Improvement, otherwise called Evidence-Based Medicine and Quality Improvement, have been embraced and taught for the past five years. System-Based Practice has been part of our day life as we have continued to provide excellent patient care and resident training as our primary health system has been through major systems changes from not-for-profit to for-profit and back to not-for-profit status.

At St. Vincent Charity Medical Center/Saint Luke's Medical Center we believe there is great value in a practical philosophy that combines an academic approach with a community-oriented view. We do not have all the answers to the challenges that face medical practitioners of the future. However, we are working on understanding both the questions and the answers. Our purpose is to develop women and men with the skills to solve present and future clinical and health care system problems for themselves, their patients and those who follow in their footsteps.

Richard Christie, M.D.

IV. ADVANCE PREPARATION AT ORIGIN COUNTRY

a. Obtaining an International Driver's license

It will take quite a while before you are able to obtain an Ohio driver's license. The main culprit for this is social security number processing (approx 1 – 2 months) for those without one. It is highly advisable to find out how to obtain an international driver's license from your country of origin. This has allowed most starting interns to drive (i.e. rental car) around Cleveland while waiting.

b. Money/Credit card

New interns are expected to be in Cleveland 2 weeks prior to the program start date for orientation. One will expect to receive your first paycheck at approximately a month from that date. Generally, newcomers had to come in with cash and/or a credit card (either yours or supplementary from parents) from your country of origin.

The following is an example of a newcomer's budget checklist. This may give you clues as to what to expect.

Intern X's Budget for moving into Cleveland

Item	Estimated Cost
Must	
Taxi from airport	\$30-50
Apartment Security deposit + 1 month advance	\$1000-1500
Weekly groceries X 3 weeks	\$150-300
Rent-a-car	\$150-300/week (double if purchasing insurance)
Taxis	around \$2-3/mile
Bank deposit	\$50 minimum
Car down payment	\$500-1000
Miscellaneous/Optional	
Basic Appliances	\$500
Basic Furniture	\$500
Kitchen/houseware	\$300
Cellphone Kit (i.e prepaid)	\$100
Cable TV/Internet	\$70
Land Line Phone	\$40
TOTAL	\$1880 - \$4710

c. Pre-departure Shopping

The standard of living in the U.S. is definitely more expensive compared to where most FMGs come from. Some newcomers have advocated shopping for work clothes, accessories and over-the-counter medications beforehand.

d. Apartment reservations

After accepting a pre-match or match, make sure to arrange living accommodations or apartment reservations before heading back to your country of origin. This will spare you the hassle and uncertainty of arranging for a place to stay while grappling with orientation and work adjustment. Nicki Banks, our program coordinator, usually has a list of excellent apartments that offer discounts to SVCH employees.

e. Ethnic costume (for the Diwali party!)

When in America, dress like an American... well NOT necessarily. Be proud of your heritage and bring elements of it through your country's traditional dress/garb. There will be many parties/gatherings, like the Diwali party where showcasing your culture is encouraged. There will be many opportunities to drop the usual business dress or coat-and-tie. The SVCH Internal Medicine Residency program has always been at the forefront of promoting harmony in diversity.

V. MOVING IN

Cleveland, Ohio is on the southern shore of Lake Erie, part of the Great Lakes Region, the country's largest fresh water resource. It is in the Eastern Standard Time Zone (EST). The winding Cuyahoga River partitions the city of Cleveland into two areas: the East and West sides.

a. Apartment Hunting

Get in touch with graduating residents who could give personal feedback on the places that they have lived. Occasionally, incoming residents have taken over the newly vacated apartments of outgoing residents.

Choosing a place to live for the next three years will define and dictate your new Cleveland lifestyle. There are a lot of wonderful apartments and homes in the area, so take your pick. The main question usually becomes a matter of whether to stay in downtown (where St.

Vincent is located), the west suburbs, or the east suburbs. Choose accommodations that suit you.

Suburbs

The suburbs generally become excellent living choices for residents with children due to their proximity to the best school districts. Suburbs are considered closer to nature, not to mention closer to nearby malls, chain stores, chain restaurants and public parks. Rent is generally cheaper than downtown accommodations.

The disadvantage is obviously the distance from the hospital. As an intern, one may be inclined to think that those extra minutes spent in traffic may be better spent for some extra snooze time. Plus, winter blizzards may double travel time up to 45-60 minutes or worse with bottleneck accidents (unless you own a "bat mobile").

West side suburbs offer a more efficient route to downtown Cleveland by way of easy freeway access. One interesting fact is that the west side generally receives fewer inches of snow compared to the east side. The more modern and efficient layout of this area is however offset by its lack of character and historic attractions. The appearance of the west side is way too typical of American suburbia.

East side suburbs harbor the homes of Cleveland pioneers. The east side definitely has historic appeal and unique places (Severance Hall, Blossom Center, Little Italy, Millionaire's row) that the west side lacks. However, the route to downtown is equally antiquated, due to a lack of general access to expressways.

Downtown

Rain or shine, sleet or snow, the hospital is five minutes away. One will have great entrée to unique restaurants, nightlife and cultural/sports attractions. Downtown is also an excellent choice for those who will need more time before they can buy a car and may need to take public transportation. The average cost of a taxi ride to the hospital is just \$5, tip included.

Downtown living is definitely upbeat and glamorous, especially with the emerging trend of New York Loft-style apartments, becoming quite ubiquitous at the old warehouse district.

The disadvantage of living downtown is mainly city noise: ambulance sirens (you can literally count the admissions from home).

Distance of Various Areas from Downtown Cleveland

Municipality (Cuyahoga County)	Miles From Downtown
Bay Village	13 miles west
Beachwood	13.5 miles east
Bedford	12 miles southeast
Bedford Heights	14 miles southeast
Bentleyville Village	18 miles east
Berea	17 miles southwest
Bratenahl	7 miles east
Brecksville	14 miles south
Broadview Heights	14 miles south
Brooklyn	6 miles southwest
Brooklyn Heights	6 miles southwest
Brook Park	8 miles southwest
Chagrin Falls	18 miles southeast
Cleveland	n/a
Cleveland Heights	12 miles east
Cuyahoga Heights	7 miles southeast
East Cleveland	10 miles east
Euclid	8 miles east
Fairview Park	10 miles southwest
Garfield Heights	6 miles southeast
Gates Mills	18 miles east
Glenwillow	21 miles east
Highland Heights	18 miles east
Hunting Valley	15 miles east
Independence	8 miles south
Lakewood	6 miles west
Lyndhurst	15 miles east
Maple Heights	10 miles southeast
Mayfield Heights	14 miles east
Mayfield Village	14 miles east
Middleburg Heights	13 miles southwest
Moreland Hills	14 miles east
Newburgh Heights	7 miles south
North Olmsted	12 miles southwest
North Randall	7 miles southeast
North Royalton	14 miles southwest
Oakwood Village	25 southeast
Olmsted Falls	15 miles southwest
Olmsted Township	16 miles southwest
Orange	18 miles east
Parma	10 miles south
Parma Heights	12 miles southwest
Pepper Pike	13 miles southeast

Richmond Heights	13 miles northeast
Rocky River	9 miles west
Seven Hills	12 miles south
Shaker Heights	10 miles southeast
Solon	25 miles southeast
South Euclid	11 miles east
Strongsville	15 miles southwest
University Heights	8 miles east
Valley View	6 miles south
Walton Hills	12 miles southeast
Warrensville Heights	10 miles southeast
Westlake	12 miles west
Woodmere	13 miles east

List of areas where SVCH residents have lived

Alba Villa
11115 Lake Avenue, Cleveland, OH
(216) 281-5999

Fairview Village
20000 Lorain Road Fairview Park , OH
1-888-5701093

Marine Towers West
12540 Edgewater Drive, Lakewood, OH
1-888-2560182

Parma Woods Apartments
5216 Knollwood Drive, Parma, OH
(216) 741-3134

Reserve Square Apartments
1701 E 12th St Cleveland, OH
1-888-419-5564

Parmatown Apartments
6871 Ames Road, Parma, Ohio
1-877-6817393

Shaker Park Manor
19220 Van Aken Blvd., Shaker Heights, OH
(216) 421-8400

The Islander
7711 Normandie Blvd. Middleburg Heights OH
(440) 2436222
www.islanderapartments.com

The Grand Bay Brecksville
7001 West Cross Creek Trail, Brecksville, OH
(440) 526-5440

The Triangle
11457 Mayfield Road, Cleveland, OH
(216) 791-5959

West View Acres Apartments
9755 Westview Drive, Parma, OH
(216) 749-5822

The following websites add to the list of apartments in Cleveland:

www.clevelandrents.com

www.apartmentguide.com

<http://www.apartmentcities.com/Cleveland%2DApartments/>

b. Downtown Hotels (Where to stay while apartment-hunting)

While apartment hunting (ideally, months prior to actual move-in), you will probably need to stay in one of the hotels in Downtown. This strategic placement will locate you midway between the Eastern and Western suburban areas. This becomes even more convenient obviously if you intend to find a downtown loft in the first place.

Hotel	Address	Telephone
Embassy Suites Hotel Cleveland	1701 East 12th Street	216.523.8000
Hampton Inn	1460 E. 9th	216.241.6600
Holiday Inn	1111 Lakeside Ave	216.241.5100
Hyatt Regency Cleveland	420 Superior Ave	216.575.1234
Sheraton	777 Saint Clair Ave	216.771.7600
Residence Inn	527 Prospect Ave	216.443.9043
Radisson	651 Huron	216.377.9000
Marriott - Key	127 Public Square	216.696.9200
Renaissance	24 Public Square	216.696.5600
Ritz Carlton	1515 W. 3rd	216.623.1300
Holiday Inn	623 Euclid Ave.	216.443.1002

c. Social Security Number (SSN)

Apply for your SSN as soon as possible. Until you have this, it would be as if you DO NOT exist. All subsequent steps to your assimilation here will depend on this. Without an SSN, it will be impossible to obtain everything else (driver's license, opening a bank account, credit cards, cellular phones, etc.)

During orientation, time will be allocated for SSN application at the Social Security Administration Office. This is located at the Federal Building Room 793, 1240 E. 9th St., Cleveland, OH (in Downtown). You need to bring with you your Employment Contract, Birth Certificate, Passport and Original Visa (stamped). The official social security card will take between 30-60 days to process. For more information, you can visit their website at: www.socialsecurity.gov or call 1-800-772-1213.

d. Cars

No Cleveland resident could get away with not ever needing to have a car. A car is a must! While it is known that having a car in New York, Tokyo or London will slow you down, urbanites in those areas could get around effectively and more quickly with public transport. However, as with most US cities, Cleveland has it the other way around. Public transportation will slow you down, rather than make things faster. Some bus stops are even visited by buses only hourly. This isn't exactly the best way to get to the hospital quick when you are needed for urgent back-up.

Purchasing a car on your own will require a decent credit history which most newcomers won't have. For such cases, a co-signer may be necessary to purchase a car. A close relative or a GOOD friend can prove to be helpful.

Buy a reliable car. Buying a hunk of junk will save you money up front. In the long run, you will end up spending additional time and money for car repairs that will cost more than the car itself (only in America!). This is not exactly how a busy intern would want to spend his free time. Definitely, buying a reliable second hand car will require some research. A brand new set of wheels in whatever shape or form is your best bet for efficiency and reliability.

e. Driver's License

A Driver's license is A MUST, and should be obtained at all cost. Not only will it allow you to drive the car that you sorely need, but your

license card is among the most accepted forms of identification here. It will also afford you the chance to lie about your weight.

How to apply for your license:

Visit the nearest deputy registrar office where driver licenses are issued (visit http://bmv.ohio.gov/county/dx_locs.html). You must bring documentary proof of your age, identity and social security number. A certified birth certificate and social security card are normally required, but other documents may be acceptable. (For foreigners, bring your passport, letter of employment –you can get this from Linda-, approval notice, employment contract, birth certificate) After checking your documents, the deputy registrar will complete your application, collect a fee and give you a temporary permit application packet. This packet is not a driving permit. You may not drive (even accompanied by a licensed driver) until you have passed the vision and written tests.

The driver's test

Applying for a driver's license requires that you pass the vision, the skills (maneuverability and driving) and the driver knowledge test (written or computerized). You can visit the Ohio BMV website (www.ohioBMV.com) for details. You need to read the Digest to prepare for the driver knowledge test. You can obtain this manual either thru one of the licensing bureaus or print the actual manual from the website (<http://www.bmv.ohio.gov/engdigest.pdf>)

Already have an international driver's license?

It is much easier if you have this already. Remember that you should also have with you your original driver's license from your country of origin. If you are a holder of a valid international/foreign driver license and wish to convert to an Ohio driver license, you must take and pass all required tests (vision, driver knowledge, driving, and maneuverability). But you will have the benefit of being able to skip the learner's permit step (where one will need to be accompanied by a licensed driver).

Tips to pass the driving test

The written exam will be a piece of cake especially if one reviews the rule book (handed out for free during application). However, the practical part of the exam, dubbed the "maneuverability test", is where quite a few have faltered. For those with limited driving experience, it pays to practice this part on your own with your own set of "orange traffic cones". If this fails, it may be time to recruit a driving instructor (\$50/hour usually). For this, some residents contacted Ameristars Driving School at

216-2281125. Their address is as follows: 12611 Madison Ave. Lakewood, Ohio.

f. Furniture

Take advantage of residents who are moving out and are selling their stuff cheap. There may even be more room for price negotiation. Furniture from Target or Wal-mart is affordable too, although some assembly is inevitable.

g. Utilities

Cable TV, Telephone and Internet access will take a backseat to more important needs. However, these tools have a huge benefit in alleviating boredom and homesickness. Inquire at your apartment's business office on options for what companies are available to serve you.

h. Credit Cards

You might have to endure the frustration of being turned down for credit card applications simply because you don't have a credit history yet.

Try applying to MBNA as an associate member of the ACP (American College of Physicians). Explain your unique case to the credit analyzer during the phone application. You need to be a member of the ACP first before you could actually apply for this. Membership to ACP is \$99 and is reimbursable from the resident's educational fund. Visit the ACP's website to learn more about membership application. <http://www.acponline.org/>

Spend wisely and do all you can to nurture a spotless credit history.

i. Bank Account

One of the first things that you want to do is open a checking account. Your salary would then get automatically transmitted to this account (direct deposit) and save you a lot of major hassles. Having checks at your disposal is extremely useful especially for paying bills. Banks typically require a minimum amount for initial deposit (average minimum is \$50). Also, request to have personal checks starting in the four-digit numbers (example: check number 1004 or 5465). This is because a number of merchants will not take checks with 3-digit numbers (example: check number 105 or 405). St. Vincent Charity Medical Center banks with National City but you can always open your

account elsewhere. The following are banks within the Cleveland area. You may wish to visit their websites for more information on interest rates and different account options for you.

Dollar Bank- www.Dollarbank.com
First Merit Bank www.firstmerit.com
Huntington National Bank www.huntington.com
US Bank www.usbank.com
Sky Bank www.skyfi.com
National City www.nationalcity.com
Fifth Third Bank- www.53.com
Charter One Bank- www.Charterone.com
Ohio Savings Bank- www.Ohiosavings.com
Key Bank- www.Keybank.com
Star Bank- www.Starbank.com

j. Cellular Phone

Cellular phone use is not allowed within the hospital because of their potential to interfere with the medical monitoring devices. Needless to say, for outside use, these gadgets are a necessity for emergency calls. Some plans have free long distance during weekends and night. Cell phones may be a more affordable way to keep in touch with friends and relatives.

Without a credit history, you'll be obliged to put in a somewhat steep amount of money for deposit when you apply for a cellular phone line. One option is to get a prepaid phone line initially then convert to a regular line after a few months because prepaid phones are more expensive in the long run.

k. Tipping

Tipping may not be too common a practice in most countries. But in the United States, tipping is the norm and pretty much a big deal since most people in service sector actually make the bulk out of their earnings from tips! Travel experts from the official Cleveland visitors guide have come to a consensus as to how much to pay and for whom.

Hotel porters who bring luggage to the lobby	\$1/bag
Bellhops who bring luggage to your room	\$1/bag
Hotel chambermaids	\$1-2/night
Short cab ride	20%
Long cab ride	15%
Restaurants	15-20%

VI. SHOPPING

a. Grocery/Ethnic Stores

Oriental

Man Kam Plaza
1735 E. 36th St. Cleveland, OH
(216) 6961717

This is a huge Asian store which boasts of fresh seafood, fruits and vegetables. There are lots of Asian delicacies and spices which will entice the chef in you.

Nipa Hut (Filipino)
6775 w 130th St., Parma Heights
(440) 842-7333

Indian

Asian Imports
26885 Brookpark Ext., North Olmstead
(440) 777-8101

India Food and Spices
5543 Ridge Road, Parma
(440) 845-0000

Lakshmi Plaza
5850 Mayfield Rd., Mayfield Heights
(440) 460-4601

Middle Eastern

Almadina Imprts
11550 Lorain Ave., Cleveland West Side
(216) 671-4661

Holyland Imprts
12831 Lorain Ave., Cleveland West Side
216 671-7736

European

International Foods
2078 S. Taylor Rd., Cleveland Heights
(216) 932-5000

African

Barwulu/Hookes African Food Market
Euclid
(216) 261-0553

Calabash African Market
(216) 371-6641

b. Wet Markets

West Side Market
West 25th Street and Lorain Avenue, Cleveland
(216) 664-3386

This is an open air and indoor market with a wide selection of fresh fruits, vegetables, meat and ethnic specialties. Prices are much cheaper compared to supermarkets and grocery stores.

c. Home Décor Shops

Bed, Bath & Beyond

Ridge Park, 4766 Ridge Road, Cleveland, OH
(216) 635-1975

The Pavilion, 23949 Chagrin Boulevard, Beachwood, OH
(216) 595-1200

Uptown Solon Shopping Center, 6025 Kruse Drive, Solon, OH
(440) 542-9146

North Olmsted, 25975 Great Northern Plaza, North Olmsted, OH
(440) 716-8418

Mayfield Heights, 1371 SOM Center Road, Mayfield Heights, OH
(440) 449-3614

The Promenade, 30083 Detroit Road, Westlake, OH
(440) 899-3192

Crate and Barrel

Legacy Village, 25001 Cedar Road, Lyndhurst, OH
(216) 297-3500

Old Time Pottery

7011 West 130st., Parma Heights, OH
(440) 842-1244.

Pier 1 Imports

14060 Cedar Road, University Heights, OH
(216)297-0391

19707 Center Ridge Rd, Rocky River OH
(440)331-2181
7721 West Ridgewood Dr. Parma OH
(440) 845-1184
18094 Royalton Road, Strongsville, OH
(440) 238-0070

Target

Bedford Target, 22735 Rockside Rd , Bedford, OH
(440) 232-2093
Parma Target, 6850 Ridge Rd , Parma, OH
(440) 842-9001
Mayfield Heights Target, 1285 Som Center Rd , Mayfield Heights, OH
(440) 995-9300
Rocky River Target, 20001 Center Ridge Rd , Rocky River, OH
(440) 895-2600
University Heights Target, 14070 Cedar Rd , University Heights, OH
(216) 416-0025

Tuesday Morning

19875 Detroit Rd, Rocky River, OH
(440)331-4307
13908 Cedar Road, University Heights, OH (216)371-8520
7661 W Ridgewood Dr., Parma, OH
(440)842-9297
773 Alpha Drive, Highland Heights, OH
(440)446-1118
14379 Pearl Road, Strongsville, OH
(440)238-9400
8840 Mentor Ave., Mentor, OH
(440)205-9002

Wal-Mart

3606 Mayfield Road, Cleveland Heights, OH 44118
(216) 382-1657
10000 Brookpark Road, Brooklyn, OH 44130
(216) 741-7340
8303 West Ridgewood Drive, Parma, OH 44129
(440) 884-5641
6594 Mayfield Road, Mayfield Heights, OH 44124
(440) 446-0668
24801 Brookpark Road, North Olmsted, OH 44070
(440) 979-9234
8585 Pearl Road, Strongsville, OH 44136
(440) 826-0004

d. Malls

The Avenue at the Tower City Center
230 West Huron Road, Cleveland, OH
(216) 623-4750
A one stop shop. Has a long list of shops, a huge food court and an eleven-screen cinema right in the heart of the city.

Beachwood Place
26300 Cedar Road, Beachwood Ohio
(216) 464-9460
One of the classiest malls in Cleveland. Features Nordstrom, Saks Fifth Avenue, Dillards and 150 specialty stores.

Crocker Park
25 Main Street Westlake, Ohio 44145
(440) 871-6880
A sophisticated mix of shops, restaurants and cafes

La Place

26300 Cedar Road next to Beachwood Place
(216) 831-3198
Features Borders bookstore, Caribou Coffee, Pea in the Pod, Williams-Sonoma, Pottery Barn Kids and several restaurants

Parmatown Mall

7899 W. Ridgewood Dr. Parma OH
(440) 885-2090
Shopping Center featuring 150 stores and restaurants including JC Penney, Kaufmann's TGI Friday's, a food court and cinemas.

Westfield Shoppingtown Southpark

500 SouthPark Center, I-71 and Route 82, Strongsville OH
(440) 238-9000
Features Dillards, JC Penney, Kaufmann's, Sears, Kohl's and more than a hundred shops and restaurants

Eastgate Plaza

1421 S.O.M. Center Road
Mayfield Heights

Eton Collection Plaza

28601 Chagrin Blvd. Cleveland, Ohio
(216) 591-0544

Golden Gate Plaza
Just West of I-271, Mayfield Heights
Mayfield Road

Richmond Mall
Richmond and Wilson Mills Roads, Richmond Heights
(440) 449-3200.

Great Lakes Mall
7850 Mentor Avenue, Mentor, Ohio
(440) 255-6900

Great Northern Mall
4999 Great Northern Blvd. near Brookpark Road, North Olmstead
(440) 734-6300

e. Factory Outlets

Aurora Premium Outlets
549 South Chillicothe Road (Rt 43), Aurora, OH
(330)-562-2000
A haven for the serious shopper. This features 70 designer and name-brand stores. Just 40 minutes away from Downtown Cleveland.

Prime Outlets at Lodi
9911 Avon Lake Road, Unit 80, Burbank OH
(330) 948-9929
Extraordinary savings on a wide assortment of name brand and designer items. Just 35 minutes from Cleveland.

VII. RECREATION

There are always a million and one ways to enjoy your three year stay here in Cleveland. Downtown features a few separate neighborhoods to spice up your nightlife. The Flats, alongside the Cuyahoga River, boasts of famous bars, clubs and restaurants with waterside boardwalks and open decks in the summertime. The Warehouse District, just up the hill, have been haven for lofty dance clubs and posh restaurants. The Gateway District is the home to Gund Arena and Jacobs Field, and the area is full of sports bars and restaurants for before and after the game. The Playhouse Square is a sure delight for theater lovers. It is a venue for plays, musicals and other productions. The east side on the other hand is where you'll find the University Circle. It is home to the Cleveland Orchestra and a wealth of museums, as well as theaters, galleries and more. The Little Italy

neighborhood is the place to be for that taste of authentic Italian food. On the near west side is the Tremont neighborhood, an up-and-coming area for restaurants and bars.

a. Sports

Sports is a major part of being a Clevelander. The city boasts of major sports facilities including: Cleveland Browns Stadium (72,000 seats), Jacobs Field (42,000 seats), Gund Arena (20,500 seats) and the Cleveland State Convocation Center (13,000 seats).

BASKETBALL

Gund Arena---Home to Cleveland's team in the NBA, the CAVALIERS.
(216)-420-2000
Gund Arena, One Center Ct. Cleveland, OH
For tickets, visit: www.ticketmaster.com or clevelandcavaliers.com OR
call 1-216- 241-2121

FOOTBALL

Cleveland Browns Stadium---Home of the CLEVELAND BROWNS
(440) - 891-5000
1085 West 3rd Street, Cleveland, OH 44114
For tickets, visit: www.ticketmaster.com or call 1-216-241-5555

BASEBALL

Jacobs Field- Home of the CLEVELAND INDIANS
(216) - 420-4200
Jacobs Field 2401 Ontario St Cleveland, OH 44115
For tickets, call Tickets.com Phone Center (1-866-48-TRIBE) or Internet
(www.indians.com)

b. Theatre

Playhouse Square Center
1501 Euclid Ave. Suite 200 Cleveland OH
(216) 771-4444
www.playhousesquare.com

The Cleveland Play House
8500 Euclid Ave. Cleveland OH
9216) 795-7000

Great Lakes Theater Festival
1501 Euclid Ave. Suite 423 Cleveland OH
(216) 241-5490

Cleveland Public Theatre
6415 Detroit Ave., Cleveland OH
(216) 6312727
Karamu House
2355 E. 89th St. Cleveland OH
(216) 795-7070

c. Music/Concerts

The Cleveland Orchestra
Severance Hall, 11001 Euclid Ave, Cleveland, OH
(216) 231-7300

Cleveland Opera
1422 Euclid Ave. Suite 1052 Cleveland OH
(216) 575-0903

Cleveland Pops Orchestra
24000 Mercantile Road, Unit 10, Cleveland OH
(216) 765-7677
Blossom Music center
1145 W. Steele Corners Rd., Cuyahoga Falls OH
(330) 920-8040

Cleveland Chamber Symphony
2001 Euclid Ave. Cleveland OH
(216) 687-5017

d. Amusement Parks

Cedar Point
One Cedar Point Drive, Sandusky, Ohio
(419) 627-2350

Dover Lake Waterpark
1150 W. Highland Road, Sagamore Hills, Ohio
(330) 467-SWIM

Geauga Lake
(formerly Six Flags Worlds of Adventure)
1060 North Aurora Road, Aurora, Ohio
(330) 562-8303

I-X Indoor Amusement Park
One I-X Center Drive, Cleveland, Ohio
(800) 897-3942

Paramount's Kings Island
6300 Kings Island Drive, Kings Island, OH
(800) 288-0808

Memphis Kiddie Park
10340 Memphis Ave., Brooklyn, OH
(216) 941-5995

e. Museums

African American Museum
1765 Crawford Road, Cleveland
(216) 791-1700
www.aamcleveland.org

Akron Art Museum
70 East Market Street
(330) 376-9185
www.akronartmuseum.org

The Allen Memorial Art Museum
Oberlin College, 87 N. Main St., Oberlin
(440) 775-8665
www.oberlin.edu/allenart

Butler Institute of American Art
524 Wick Avenue, Youngstown
(330) 743-1711
www.butlerart.com

Canton Museum of Art
1001 N. Market Ave., Canton
(330) 453-7666
<http://www.cantonart.org>

Children's Museum of Cleveland
10730 Euclid Ave., Cleveland
(216) 791-7114
www.clevelandchildrensmuseum.org

Cleveland Museum of Art
11150 East Blvd., University Circle, Cleveland
(216) 421-7340
www.clevelandart.org

Cleveland Museum of Natural History
1 Wade Oval Drive, University Circle, Cleveland
(216) 231-4600 or (800) 317-9155
www.cmnh.org

Cleveland-Style Polka Hall of Fame
291 East 222nd St., Euclid
(216) 261-3263
www.clevelandstyle.com/olddefault.htm

Cowan Pottery Museum
Rocky River Public Library, 1600 Hampton Road, Rocky River
(440) 333-7610
www.cowanpottery.org

Cuyahoga County Soldiers' and Sailors' Monument
Southeast quadrant of Public Square, Ontario Street and Euclid Avenue,
Cleveland.
(216) 621-3710
www.sculpturecenter.org/oosi/sculpture.asp?SID=211

Dittrick Museum of Medical History
Allen Memorial Medical Library, 11000 Euclid Ave., Cleveland
(216) 368-3648
www.cwru.edu/artsci/dittrick/site2/museum

Dunham Tavern Museum
6709 Euclid Ave., Cleveland
(216) 431-1060
www.dunhamtavern.org

Garfield Memorial
Lakeview Cemetery, 12316 Euclid Ave., Cleveland
(216) 421-2665
www.lakeviewcemetery.com/interest.html

Great Lakes Science Center
601 Erieside Ave.
Cleveland, OH 44114
At North Coast Harbor
(216) 694-2000 - information
(216) 696-4679 - group sales
(216) 621-2400 - education programs
www.greatscience.com

Hale Farm and Village
2686 Oak Hill Road, Bath Twp.
(330) 666-3711
www.wrhs.org/halefarm

HealthSpace Cleveland
8911 Euclid Ave., Cleveland
(216) 231-5010
www.healthmuseum.org

Inland Seas Maritime Museum
480 Main St., Vermillion
(440) 967-3467
www.inlandseas.org/WebPages/Museum.htm

International Women's Air and Space Museum
Burke Lakefront Airport
1501 N. Marginal Rd. Room 165 , Cleveland
(216) 623-1111
www.iwasm.org

James A. Garfield National Historic Site
8095 Mentor Ave., Mentor.
(440) 255-8722
www.nps.gov/jaga

Kent State University Museum
Rockwell Hall, Main and Lincoln streets., Kent
(330) 672-3450
<http://dept.kent.edu/museum/general/general.html>

Museum of Contemporary Art Cleveland
8501 Carnegie Ave., Cleveland
(216) 421-8671
www.mocacleveland.org

National Inventors Hall of Fame
221 S. Broadway, Akron
(330) 762-6565
www.invent.org/about_invent_now/4_3_0_museum.asp

NASA Lewis Visitor Center
21000 Brookpark Road, Cleveland
(216) 433-2001
www.nasa.gov/centers/glenn/home/index.html

Pro Football Hall of Fame
2121 George Halas Drive N.W., Canton
(330) 456-8207
www.profootballhof.com

Rock and Roll Hall of Fame and Museum
1 Key Plaza, 751 Erieside Ave., Cleveland
(800) 493-ROLL
www.rockhall.com

Rutherford B. Hayes Presidential Center
Spiegel Grove, Fremont
(800) 988-7737
www.rbhayes.org/home.htm

Stan Hywet Hall
714 N. Portage Path, Akron
(330) 836-5533
www.stanhywet.org

Steamship William G. Mather Museum
1001 E. Ninth St. Pier, Cleveland
(216) 574-6262

U.S.S. Cod Submarine
Burke Lakefront Airport, Cleveland
(216) 566-8770
www.usscod.org

Western Reserve Historical Society
(Crawford Auto-Aviation Museum and the History Museum)
10825 East Blvd., Cleveland
(216) 721-5722
www.wrhs.org

f. Zoo

Cleveland Metroparks Zoo
3900 Wildlife Way, Cleveland, OH 44109
216-661-6500

g. Movie Theaters/Cinema

Cinemark
6001 Canal Road, Valley View, Ohio
216-447-7900

Middleburg Heights Cinema 12
18348 Bagley Rd, Cleveland, OH 44130-3411
440-891-9863

Near West Theatre
3610 Bridge Ave, Cleveland, OH 44113-3314
216-651-2828

Near West Theatre Box Ofc
2012 W 25th St, Cleveland, OH 44113-4135
216-621-3242

Omnimax Theater
601 Erieside Ave, Cleveland, OH 44114-1021
216-694-2200

Parma Theatre
5826 Ridge Rd, Cleveland, OH 44129-3161
440-885-0600

Regal Cinema
6185 Enterprise Pkwy, Cleveland, OH 44139-2756
440-248-7373

Regal Cinema Middleburg 12
18348 Bagley Rd, Cleveland, OH 44130-3411
440-891-9845

Regal Cinemas
30147 Detroit Rd, Cleveland, OH 44145-1946
440-871-7661

Regal Cinemas
1345 Som Center Rd, Cleveland, OH 44124-2103
440-449-1920

Regal Cinemas
3492 Mayfield Rd # 14, Cleveland, OH 44118-1405
216-691-1111

Strongsville Cinema Corp
14771 Pearl Rd, Cleveland, OH 44136-5026
440-572-0134

Strongsville Plaza
14771 Pearl Rd, Cleveland, OH 44136-5026
440-572-3610

Tower City Cinemas
50 Public Sq, Cleveland, OH 44113-2202
216-621-1172

Westgate Cinema
3211 Westgate Mall, Cleveland, OH 44126-1367
440-356-1035

Westgate Mall Cinema
3200 Linden Rd, Cleveland, OH 44116-4176
440-356-1232

Westwood Town Ctr Cinema
21653 Center Ridge Rd, Cleveland, OH 44116-3917
440-331-2815

f. Useful Cleveland Websites

<http://www.travelcleveland.com/>
<http://www.city.cleveland.oh.us/index1.html>
<http://www.cleveland.com>

VIII. DINING OUT

a. American Restaurants

These will be all over the place, naturally. Walk or drive in virtually any direction and you will inevitably hit fastfood joints such as McDonald's, Wendy's, Burger King or Pizza Hut. "Fancier" chain restaurants are ubiquitous components of any shopping center. In downtown, West 6th St. is famous for gourmet steakhouses.

b. Asian (Japanese, Chinese) Restaurants

Hunan Gourmet Chinese Restaurant
3614 Euclid Avenue , Cleveland, OH 44115
(216) 361-3535

Hunan Coventry
1800 Coventry Road , Cleveland Heights, OH 44118
(216) 371-0777

Li Wah (in Asia Plaza)
2999 Payne Road , Cleveland, OH 44114
216) 696-6556

Stir Crazy at Legacy Village
Richmond Road and Cedar Road , Lyndhurst, OH 44124
(216) 381-7600

BD's Mongolian Barbeque
1854 Coventry Road , Cleveland Heights, OH 44118
(216) 932-1185

Matsu
20126 Chagrin Blvd. , Shaker Heights, OH 44120
(216) 767-1111

Pacific East Japanese Restaurant
1763 Coventry Road , Cleveland Heights, OH 44118
(216) 320-2302

Sushi Rock
1276 West 6th Street , Cleveland, OH 44114
(216) 623-1212

c. Indian Restaurants

Cafe Tandoor
30030 Detroit Road , Westlake, OH 44145
(440) 835-7999

Casbah Cafe
1266 W. 6th Street , Cleveland, OH 44113
(216) 937-2226

Indian Cafe
14043 Brookpark Road , Parma, OH 44130
(216) 676-9550

Jaipur Junction
9377 Sprague Road , North Royalton, OH 44133
(440) 842-3555

Karma on Coventry
1791 Coventry Road , Cleveland Heights, OH 44121
(216) 932-3201

Kashmir Palace
26703 Brookpark Road , North Olmsted, OH 44070
(440) 779-5774

Maharaja
5156 Wilson Mills Road , Richmond Heights, OH 44143
(440) 461-3737

Mehak-e-punjab/Maharaja Restaurant
5156 Wilson Mills Road , Richmond Heights, OH 44143
(440) 461-3737

Mughal Fine Indian Cuisine
6857 W. 130th Street , Parma Heights, OH 44130
(440) 888-3700

Royal Saffron
2016 E. 9th Street , Cleveland, OH 44114
(216) 566-7233

Saffron Patch
20600 Chagrin Boulevard , Shaker Heights, OH 44122
(216) 295-0400
Taal Fine Indian Cuisine
13915 Cedar Road , Cleveland Heights, OH 44118
(216) 321-4400

Taj Palace
4610 Northfield Road , North Randal, OH 44128
(216) 663-2508

Tall
13915 Cedar Road , South Euclid, OH 44118
(216) 321-4400

The Mad Greek Restaurant
2466 Fairmont Boulevard , Cleveland Heights, OH 44106
(216) 421-3333

d. Italian Restaurants

Guarino's
12309 Mayfield Road , Cleveland, OH 44106
(216) 231-3100

Trattoria Roman Gardens
12207 Mayfield Road , Cleveland, OH 44106
(216) 421-2700

e. Greek/Middle Eastern Restaurants

Aladdin's Baking Company
1301 Carnegie Avenue , Cleveland, OH 44115
(216) 861-0317

Aladdin's Eatery
775 S O M Center Rd. , Richmond Heights, OH 44143
440-684-1168

Aladdin's Eatery
12447 Cedar Road , Cleveland Heights, OH 44106
(216) 932-4333

Aladdin's Eatery
6901 Rockside Road , Independence, OH 44131
(216) 642-7550

Aladdin's Eatery
18334 Bagley Road , Middleburg Heights, OH 44130
440-243-0800

Aladdin's Eatery West Side
14536 Detroit Ave. , Lakewood, OH 44107
(216) 521-4005

Amir's Marketplace Restaurant
4422 Mayfield Road , South Euclid, OH 44121
(216) 291-1878

Anatolia Cafe
13915 Cedar Road , Cleveland Heights, OH 44118
(216) 321-4400

Casbah Cafe
1266 W. 6th Street , Cleveland, OH 44113
(216) 937-2226

Falafel Cafe
11365 Euclid Ave , Cleveland, OH 44114

Flora Cafe
14809 Detroit Ave , Lakewood, OH 44107
(216) 228-1000

Greek Express
1026 Euclid Ave , Cleveland, OH 44114
(216) 589-0534

Greek Express (in the Old Arcade)
401 Euclid Ave. , Cleveland, OH 44115
(216) 357-2960

Juji's
1127 Euclid Ave , Cleveland, OH 44114
(216) 685-1557

Kan Zaman
1917 W. 25th Street , Cleveland, OH 44113
(216) 685-1500

Kristofer's
30111 Lorain Road , North Olmsted, OH 44070
(440) 777-0002

Maharaja
5156 Wilson Mills Road , Richmond Heights, OH 44143
(440) 461-3737

Middle East Restaurant
1012 Prospect Avenue , Cleveland, OH 44115
(216) 771-2647
Nate's Deli and Restaurant
1923 W. 25th Street , Cleveland, OH 44113
(216) 696-7529

Oasis Grille
22799 Lorain Road , Fairview Park, OH 44126
(440) 734-2671

Opa! On 25th
1834 W. 25th Street , Cleveland, OH 44113
(216) 344-0575

Phnom Penh
13124 Lorain Avenue , Cleveland, OH 44111
(216) 251-0210

Sahara Restaurant
12501 Lorain Avenue , Cleveland, OH 44113
(216) 671-9300

Shticks Vegetarian Kitchen
11291 Euclid Avenue (Hillel Building), Cleveland, OH 44106
(216) 231-0922

Taj Palace
4610 Northfield Road , North Randal, OH 44128
(216) 663-2508

The Pita Palace
20910 Drake Road , Strongsville, OH 44136
(440) 572-2252

Tommy's
1824 Coventry Road , Cleveland Heights, OH 44118
(216) 321-7757

f. Spanish Restaurants

La Tortilla Feliz
2661 W. 14 St. , Cleveland, OH 44113
(216) 241-8385

Mallorca
1390 West 9th Street , Cleveland, OH 44113
(216) 687-9494

Marbella
29425 Chagrin Boulevard , Pepper Pike, OH 44124
(216) 464-9939

Pipers Three
8158 Broadview Road , Broadview Heights, OH 44147
(440) 526-5454

Sans Souci
24 Public Square (Ren. Cleveland Hotel) , Cleveland, OH 44113
(216) 696-5600

Viva Barcelona
24600 Detroit Rd, Westlake, OH 44145
(440) 892-8700

To locate more ethnic cuisine restaurants and markets, visit
<http://www.cleveland.com/dining/>

OR http://www.travelcleveland.com/Leisure_Travelers/restaurants.asp

OR buy the book: "Cleveland Ethnic Eats" by Laura Taxel

IX. JUST FOR KIDS

a. Child Care Centers

There are hundreds of Child Care Centers in Cleveland. However, the following is a list of those who have been accredited by The National Association for the Education of Young Children (NAEYC). For more details you can visit their website at <http://www.naeyc.org/about/>. You may also opt to inquire among the residents regarding their respective recommendations.

Family Life Center
132 Jacob Street Berea, OH
440-243-0380

Lollipop Cooperative Preschool
1280 East Aurora Road Macedonia, OH
330-467-6849

East End Neighborhood House
2749 Woodhill Road Cleveland, OH
216-791-9378
Mather Child Care Center Center for Families & Children
9203 Union Avenue Cleveland, OH
216-271-0095

Oakfield Child Enrichment Center Inc.
11901 Oakfield Avenue Cleveland, OH
216-561-2446

KinderCare Learning Center #1775
1891 East 93rd Street Cleveland, OH
216-229-1655

Saint Paul's Cooperative Preschool
2747 Fairmount Boulevard Cleveland Heights, OH
216-932-0002

Lakewood Baptist Nursery School & Child Development Ctr
14321 Detroit Avenue Lakewood, OH
216-221-4089

Lakewood Hospital Child Care Center
1450 Belle Avenue Lakewood, OH
216-228-5437

Center For Families & Children Wade Child Care/Head Start
9111 Yale Avenue Cleveland, OH
216-761-4994

Cuyahoga Community College Metro Early Childhood Center
2900 Community College Avenue Cleveland, OH
216-987-4375

Rocky River Presbyterian Nursery School
21750 Detroit Road Rocky River, OH
440-895-5437

Fairmount Church Cooperative Nursery School
2757 Fairmount Boulevard Cleveland Heights, OH
216-321-5800

Jewish Day Nursery Bellefaire
22201 Fairmount Boulevard Shaker Heights, OH
216-320-8489

McMillan Preschool and Extended Day Care Program
1941 South Taylor Road Cleveland, OH
216-932-9497

True Sisters Child Care Center
3205 Fairmont Boulevard Cleveland Heights, OH
216-321-6744

The Cooperative Preschool at Heights Christian Church
17300 Van Aken Boulevard Shaker Heights, OH
216-751-2593

Millikin Early Childhood Center
1700 Crest Road Cleveland Heights, OH
216-371-7356

The South Euclid Cooperative Preschool
1534 South Green Road South Euclid, OH
216-381-4030

Up With Kids Inc
4215 Bluestone Road South Euclid, OH
216-382-1802

Carol Nursery School
19824 Sussex Road Shaker Heights, OH
216-991-3449

Early Childhood Enrichment Cen
19824 Sussex Road Shaker Heights, OH
216-991-9761

Great Expectations VIII
3275 Science Park Drive Beachwood, OH
216-545-3080

Euclid Cooperative Preschool
21000 Lakeshore Boulevard Euclid, OH
216-731-1316

KinderCare Learning Center #1524
5684 Mayfield Road Cleveland, OH
440-442-8067

Lyndhurst Childhood Enrichment Center
5312 Mayfield Road Lyndhurst, OH
440-442-2333

Cuyahoga Heights PreK Program
4880 East 71st Street Cuyahoga Heights, OH
216-429-5880

Cuyahoga Community College Early Learning Center
7029 Homewood Avenue Parma Heights, OH
216-987-5314

Little Acorn Child Care Center
18697 East Bagley Road Middleburg Heights, OH
440-816-5395

KinderCare Learning Center #327
5890 Lee Road South Maple Heights, OH
216-587-1388

Brecksville Cooperative Preschool
4400 Oakes Road Cleveland, OH
440-526-2048

b. Schools

Especially for residents with families, the school district quality is an important factor in determining where you should finally settle in. There are a lot of good schools in and around Cleveland, so you'll have a lot of choices. For a complete list of schools in Cleveland, visit <http://www.cmsdnet.net/schools/listschools.htm>. You can also visit <http://www.travelcleveland.com/About Cleveland/Quality of Life/education.asp>.

The following are the top Cleveland Area Public School Districts:

- Beachwood
- Hudson
- Bay Village and Rocky River
- Chagrin Falls
- Solon
- Olmsted Falls, Orange and Westlake
- Brecksville-Broadview Heights
- Strongsville
- Avon Lake
- North Olmsted
- Medina
- Shaker Heights

Private School information could be obtained from the following website <http://privateschool.about.com/od/schoolsoh1/> which provides links to private school websites. Searching through yahoo may help. The top-rated schools in terms of feedback and rating are as follows:

St Ann School
2160 Stillman Rd Cleveland, OH
(216) 932-4177

Heritage Christian School
4403 Tiedeman Rd Cleveland, OH
(216) 476-7976

Our Lady-Good Counsel
4419 Pearl Rd Cleveland, OH
(216) 741-3685

St Ignatius High School
1911 W 30th St Cleveland, OH
(216) 651-0222

Hope Academy High School
3121 Euclid Ave Cleveland, OH
(216) 431-4927

The Montessori school system is also known to very reputable:

Old Brooklyn Montessori School
4430 State Rd Cleveland, OH
(216) 661-7888

Ruffing Montessori School
3380 Fairmount Blvd Cleveland, OH
(216) 321-7571

X. CAR DEALERS

a. Toyota

Brunswick Auto Mart
3031 Center Rd Brunswick, OH
(330) 273-3300
Classtc Toyota
8460 Tyler Blvd Mentor, OH
(440) 953-0910

Metro Toyota
13775 Brookpark Rd
Cleveland, OH
(216) 267-7000

Motorcars Toyota
2950 Mayfield Rd Cleveland, OH
(216) 321-9100

Nassief Ford Mercury Toyota
1059 State Route 46 N Jefferson, OH
(440) 576-1010

Sunnyside Toyota
27000 Lorain Rd North Olmsted, OH
(440) 576-1010

b. Honda

Honda Performance
1501 N Marginal Rd Cleveland, OH
(216) 781-0726

Motorcars Honda
2953 Mayfield Rd Cleveland, OH
(216) 932-2400

Runway
16079 Brookpark Rd Cleveland, OH
(216) 433-9200

c. Lexus

Metro Lexus Incorporated
13600 Brookpark Rd Cleveland, OH
(216) 916-6000

World Cars Incorporated
3957 Mayfield Rd Cleveland, OH
(216) 291-9000

XI. TRANSPORTATION SERVICES

a. Taxis

Ace Taxi
(216) 361-4700

Airport Economy Transportation
(440) 239-1132

Americab, Inc
216) 881-1111
(800) FOR-A-CAB - (800) 367-2222

North East Cab Co
(440) 953-0000

190 Broadway Ave., Bedford, OH 44146
(440) 786-3666

People Express Airport Transportation Service
(440) 248-3007

6370 York Road, Parma Heights, OH 44130
(440) 843-1999

Red Sparrow Transportation
(216) 695-7550

26300 Chagrin Blvd., Beachwood, OH 44122
(216) 360-0007

Rideaway Limousine Service
216) 464-RIDE

18610 Lake Shore Blvd., Euclid, OH 44117
(216) 531-5362

Southwest Cabs
(440) 237-3100

- 23621 Lorain Ave., North Olmsted, OH 44070
(440) 716-9920

United Taxi
(216) 398-9000

Car Temp USA

- 6615 Brookpark Road, Parma, OH 44129
(216) 741-1020

Westlake Cab Service Co
440) 331-5000
Yellow Cab Co. of Cleveland
(216) 623-1550

16210 Madison Ave., Suite A, Lakewood, OH 44107
(216) 221-1445

b. Car Rentals

4945 Pointe Pkwy., Warrensville Heights, OH 44128
(216) 765-1120

A Bass Rent-A-Car
(216) 475-3200

4174 Mayfield Road, South Euclid, OH 44121
(216) 691-9933

Alamo Rent A Car
(800) 327-9633

26777 Lorain Road, North Olmsted, OH 44070
(440) 777-1919

Avis Rent A Car

Cheep Auto Rentals
(216) 662-0005

- Cleveland Hopkins International Airport
(216) 265-3700, (800) 831-2847

Deluca Auto Leasing
(216) 232-0880

- 28500 Euclid Avenue, Wickliffe, OH 44092
(440) 944-3160

Dollar Rent A Car
(800) 800-4000

Bedford Auto Rentals
(440) 232-4265

Cleveland Hopkins International Airport
(216) 267-3133

Budget Rent A Car

- Cleveland Hopkins International Airport
(216) 433-4433

Enterprise Rent-A-Car
- (800) 325-8007

- 7566 Pearl Road, Middleburg Heights, OH 44130
(216) 243-4400
- 7478 Brookpark Road, Brook Park, OH 44129
(216) 351-3344
- 27521 Lorain Road, North Olmsted, OH 44070
(440) 979-0079
- 2285 Warren Road, Lakewood, OH 44107
(216) 529-1100
- 2120 St. Clair Ave., Cleveland, OH 44114
(216) 696-7500
- 19500 Rockside Road, Bedford, OH 44146
(440) 786-8500
- 303 Cleveland St., North Ridgeville, OH 44039
(440) 353-0990
- 459 Fourth St., Lorain, OH 44052
(440) 246-1000
- 5656 Mayfield Road, Mayfield Heights, OH 44124
(440) 473-1500
- 3101 East Mayfield Road, Cleveland Heights, OH 44118
(216) 397-7600
- 9570 Mentor Ave., Mentor, OH 44060
(440) 352-8555
- 37942 Vine St., Willoughby, OH 44094
(440) 269-2400
- 20950 Lakeland Blvd., Euclid, OH 44119
(216) 531-8810
- 26000 Chagrin Blvd., Beachwood, OH 44122
(216) 831-0555

Grand Rentals
(216) 831-7177

Hertz Rent A Car
(800) 654-3131
Cleveland Hopkins International Airport
(216) 267-8900

National Car Rental Interrent
Cleveland Hopkins International Airport
(800) 227-7368

Rent-A-Wreck
(216) 351-1840

Sears Rent A Car (affiliated with Budget Rent A Car)
Cleveland Hopkins International Airport
(216) 433-4454

Thrifty Car Rental
(800) 367-2277

Cleveland Hopkins International Airport,
5775 Engle Road, Brook Park, OH 44142
(216) 267-7368

1802 Central Ave., Cleveland, OH 44115
(216) 621-6811

12629 Detroit Ave., Lakewood, OH 44107
(216) 228-8212

6767 Brookpark Road, Parma, OH 44129
(216) 351-7770

15206 Orange Place, Beachwood, OH 44122
(216) 292-0055

8337 Mentor Ave., Mentor, OH 44060
(440) 951-0319

c. Public Transportation

The RTA (Regional Transit Authority) provides public transportation for the greater Cleveland area. More information could be obtained from their web site <http://www.rideRTA.com>, especially for schedules, fares, routes and a list of stops. For further information, call (216) 621-9500.

Rail system

The heart of the RTA rail system lies beneath the tower city mall (see section on shopping). From this central terminal emanates three main railway lines designated with colors: red, blue and green. The red line will take you to the airport and University Circle from end-to-end. The blue and green lines service Shaker Heights. The Blue line will take you through Woodland Avenue, Van Aken Boulevard, Warrensville Center Road and Chagrin Boulevard. The Green line will get you to Shaker Boulevard and Green Road

Bus system

The RTA bus system is a complex system of approximately one hundred bus routes. The website outlines all stops and how to get to and from downtown to the east, west and southern suburbs. The heart of the bus system is at public square. "Park and Ride" buses providing direct transportation to Jacob's field during ball games.

The loop

Loop buses circle around town like carousels. This is an excellent choice for travel within downtown.

Waterfront line

RTA's Waterfront Rail Line connects Tower City with stops in the Flats, East Ninth Street near the Rock and Roll Hall of Fame and Museum and Great Lakes Science Center and the municipal parking lot at East 18th Street

XII. HOSPITALS/MEDICAL/DENTAL CLINICS

What clinic or hospital you visit will depend on your choice of insurance coverage. During the orientation you will be provided with a list of medical, dental and maternity clinics that are covered by your plan.

XIII. WHO'S WHO? - IDENTIFY YOUR RESOURCES!

a. The Chiefs, Core Faculty, Linda, Nicki, and Dr. Christie

The administration runs the program on a daily basis. However, also recognize their value as troubleshooters for ANY concern related (or unrelated) to residency. From our experience, doors are always open, listening ears are abundant, and wise advice is never in short supply.

Richard E. Christie, MD

Program Director

Emmanuel Elueze, MD

Associate Program Director

Adnan Tahir, MD

Associate Program Director

Lloyd Cook, MD

Key Faculty

Srinivas Merugu, MD

Key Faculty

Katarzyna Hause-Wardega, MD

Key Faculty

Donald Eghobamien, MD

Key Faculty

Joseph Sopko, MD

Chairman, Department of Internal Medicine

Nichole Allen Banks

Program Administrator, Internal Medicine Residency Program

Linda Ulaszewski

Graduate Medical Education Coordinator

b. Residents, Attending Physicians and Consultants

Your colleagues are valuable sources of on-the-spot tips and tidbits. These will be your teachers not only for your first year, but indefinitely.

c. Allied medical professionals

Use the team approach to obtain maximum efficiency and returns on your daily routine. Do not try to carry the world on your shoulders. There are people around whose job it is to share your burden. Recognize that patient care is a coordinated effort. Synchronize plans of patient care with nurses, pharmacists, pastoral care, pain/palliative care, respiratory therapists, wound care, risk managers, physical therapists, case manager, nutritionists, and secretaries. Who are these people and how can they help me? Please read through to find out.

- *Case Managers* – these professionals execute the details of your discharge plans and make them come to life (i.e. discharges to nursing homes, transfers to other hospitals, setting up home health care visits, financial/pharmaceutical assistance). All that is required of you is make them aware of your discharge plans for each patient during CM rounds.
- *Secretaries* – are mainly in-charge of taking down your orders and putting them into the hospital computer system. All they ask of you is to make your handwriting legible. They also answer the phones at the station, so let them know if you're expecting a page from someone.
- *Charge Nurses/Nurses* – probably know a lot more about the patient than you do as they invariably spend more contact time with them. Talk to them every morning before rounds and be on their good side to make your life a breeze.
- *PT/OT* – will help you in clarifying discharge plans early. Thus, order consults early, especially for patients with projected problems in ADLs (activities of daily living) and IADLs (instrumental activities of daily living).
- *Respiratory Therapist* – are an indispensable component of the ICU team. They are experts in ventilatory management, intubation, oxygen delivery and smoking cessation counseling.
- *Nutritionists* – could advise you on how to maximize patient nutrition. Call them for doubts regarding caloric requirements, especially for patients on PEG tube or TPN feedings, or patients with multiple co-morbidities.
- *Pharmacists* – pharmacists become very helpful for advise regarding drug interactions, renal and hepatic dosing or if you are unsure of how to give a drug. If you are not sure how to order a given drug, give them a call.
- *Pastoral Care* – and chaplains attend to each patient's spiritual needs. They have great experience and are well-versed with end-of-life issues and grief counseling.

XIV. GEARING UP FOR THE FLOORS/UNIT

What's inside a resident's lab coat? A lab coat isn't just a piece of clothing for show, but it is as functional and as lifesaving as a spacesuit (and probably as heavy with all pockets filled!).

Pocket 1

- ID badge
- Meal tickets
- Pens – you will need at least 2
- Penlight

Pocket 2

- Patient lists
- Rounds report
- Sign outs
- Palm Pilot/Pocket PC

Pocket 3

- Neuro hammer
- Pager
- Packets of lubricant and stool hemoccult cards

Pocket 4

- Eye chart
- ACLS cards
- Pocket medical reference
- Sanford Guide
- Call Schedules

Pocket 5

- Mini-CEX forms
- Chart Stickers
- Procedure Booklet
- Prescription Pads

Around your neck

- Stethoscope

There you have it! Now you have all it takes to be "battle-ready". Don't forget to bring your brain of course.

Most SVCH residents buy all their hospital needs at Mathews Bookstore with telephone and address as follows: (216) 229-6900; 9451 Euclid Ave Cleveland, OH. The store is an excellent source of books, stethoscopes, gadgets; all refundable with your \$300 educational allowance of course.

Pocket PCs and/or Palm pilots are best purchased through the internet. Most gadget stores (i.e. Circuit City, Radio Shack, Best Buy) do not have a wide selection. Pocket PCs are a better choice because Palm Pilots and their programs are not reimbursable through your educational allowance. Pocket PC use is encouraged due to future plans to integrate these handhelds with the hospital computer system.

XV. TIPS FOR THE FLOOR

a. Early bird

Start early to finish early. Usually, a 30-minute morning delay uncannily translates to an additional 1-hour of work later in the day (Very true for some reason).

b. Develop a routine/system

At the end of the year, each of you will have developed their own routine. Daily work will seem second nature. Develop organization skills early. Also, do tasks in the order of urgency and importance.

c. An intern's typical floor routine (around midyear onwards)

6:00-7:00 – see and examine all patients, obtain sign outs, talk to nurses regarding overnight events
7:00-8:20 – write all notes and plans
8:20-8:30 – BREAKFAST!! If possible
8:30-10:00 – rounds with resident
10:00-12:00 – Attending rounds (M-W-F)
12:00-1:00 – Noon Conference
All day up to 5PM: do admissions (2:30 cut-off), overflows, transfers (3PM cut-off), and discharges.

d. Take advantage of technology

PDA's provide useful references, drug databases, schedule organizers, task lists, and phone books. These gadgets could be used to store personal notes, reminders and mnemonics. Feel free to approach colleagues for beam-able programs and/or files.

e. Attire

Men should strictly adhere to the dress code: neckties, on dress shirts at all times, most especially at the continuity clinics. Jeans, shorts,

and slippers are definitely not allowed. The dress code for women is more flexible, skirt (with hosiery or knee-hi's), blouse or pants that fit the description of "professional-looking business attire". Scrubs could be worn during on-call and post-call days only.

f. Format of Admitting Orders

As interns, you will be writing most of the orders in the chart including the admission orders. Here's an example:

- Admit to - Indicate the location and the name of the attending physician (eg. Admit to 2a with telemetry under Dr. Christie)
- Diagnosis - this is your admitting diagnosis
- Condition - whether the patient is stable, critical, fair, guarded
- Vitals - how often you want the vitals to be checked. Most of the time we write "per floor or unit protocol"
- Allergies -pertains to drug allergies. If none, you can write NKDA which stands for "No Known Drug Allergy"
- Activity - i.e. "bed rest", "as tolerated", "fall precautions"
- Nursing - if needed, strict I's and O's, Daily weights, Accu-checks for blood glucose monitoring qAC and qHS
- Diet – i.e. may be NPO, regular, 2 gram sodium for Hypertensives, 1800-2000 Kcal ADA for diabetics, 40-80 gram protein diet (renal failure), pureed diet for edentulous patients.
- IVF – Intravenous fluids (eg. Normal saline at 100 cc/hour X 1 liter)
- Oxygen – i.e. 2LPM nasal cannula// non-rebreather/CPAP
- Labs - (CBC, BMP, Chest Xays, EKGs)
- Meds – i.e. Antibiotics, anti-hypertensives, Insulin sliding scale, aerosols, home medications. In writing the medications, be specific. Example: Lisinopril 10 mg PO daily. Hold for SBP \leq 100
- Prophylaxis - DVT prophylaxis with TED Hose stockings/heparin 5000 units SQ BID/pneumatic compression. GI Prophylaxis with Proton Pump Inhibitors like Protonix 40 mg PO daily or Prevacid 30 mg PO daily, if indicated

- Consults – i.e. GI consult. Indicate name of the consultant, reason for consult such as rectal bleeding, and whether or not you have notified the attending or his/her answering service already
- Special (Case Manager Consult, Wound Care Consult, PT/OT evaluation, Respiratory)

*Then sign your surname legibly together with your pager number

g. How to page

You will be provided with your own pager and will be inseparable hence. You will need to page other people too. Here's how:

In Hospital: Dial 14111 - (tone) - Pager Number you wish to page – (tone) – number you wish to be called back on – press * sign -- your pager number-- press # sign

Outside: Dial 216 464 4794 instead of 14111.

An outside call will appear as a four-digit number starting with the number 6 (eg. 6401) in your pager. To connect to this number from within the hospital, press the * sign and the four-digit outside call number.

h. How to place outside call from hospital

Dial “9” + the number you wish to call, same procedure for faxes.

i. Writing scripts

The hospital has its own official prescription pad (white for regular prescriptions and yellow for regulated meds like narcotics). It would come handy if you have a few of the white scripts in your lab coat at all times. In writing prescriptions, always be specific.

Provide the name of the medication, the dose, the route, frequency of administration, duration (if you're prescribing a course of antibiotics), amount of tablets/unit to be dispensed and how many refills. Don't forget to write or put the patient's name on the script together with the patient's age and date. Then sign your prescription and write your full name.

By law, a maximum of 3 medications are allowed on one script but it's always good practice to write one medication per script. Your DEA number (used for narcotics and regulation drugs) will be provided during the orientation.

Example:

<i>St. Vincent Charity Medical Center</i>		
<i>Patient's name:</i>	<i>VJ Velez</i>	<i>Age: 30/M</i> <i>Date: July 1, 2006</i>
Rx:	<i>Lisinopril 10 mg PO daily -----# 30 tabs</i>	
<i>1 refill</i>	<i>Dr. Maria Giselle Velez</i>	
<i>DEA number (if needed)</i>	<i>SIGN/ED</i>	

j. Writing discharge orders

You will be responsible for writing the discharge orders once a patient is ready for discharge (as per attending approval). Here's a sample discharge order:

Discharge patient to home (vs. nursing home) with Home Health Care (if indicated). Specify the reason for ordering home health care (i.e. medical compliance, for home safety evaluation, for PT/OT needs).

This is usually based on the evaluation of the physical therapist or the case managers. This is one reason why you should refer your patient to PT/OT for evaluation or discuss it with the case managers as early as possible (earliest would be as soon as the patient gets admitted). Bear in mind that discharge planning begins upon admission.

Follow-up with Dr.Christie in 2 wks - Ask the attending how soon he/she wants to see the patient in the clinic

Follow-up with (consultants, if indicated) - Also ask the consultant if the patient needs to follow up him/her

Discharge Medications: You are required to complete the list of homegoing medications using the Medication Reconciliation forms. Provide scripts for new medications or changed medications. Except in cases where medications were changed due to formulary unavailability (i.e. irbesartan changed to valsartan). Be mindful of these changes to avoid sending a patient home on two medications of the same class. The purpose of the hospital's Medication Reconciliation forms is to avoid these mishaps.

- Irbesartan 75mg PO daily
- Metoprolol 50 mg PO BID
- Aspirin 81 mg PO daily

Special instructions - Indicate if you have special instructions such as: "Do not take amlodipine at home". "For outpatient chest x-ray, CBC, INR, etc. on (date)".

k. The most common reasons for pages while on-call

- Failure to inform nurses when you will be back to take care of routine issues
- Electrolyte derangements (Na, K, Mg)
- Glucose derangements (Insulin administration and sliding scale)
- Chest pain
- Insomnia
- Nausea/Vomiting
- Headache
- Fever
- BP derangements
- Rash/Allergies
- Joint Pain
- Abdominal Pain
- Post-op pain
- Oxygen desaturation
- Shortness of breath
- Agitation/Psychosis/Anxiety
- Family wishes to speak to doctor on what's going on?
- Patient wishes to go home against medical advice

l. Preparing for Rounds with the supervising resident

- Will be discussed in detail during the orientation

m. Preparing for Rounds with the Case Managers

- Report on projected patient disposition
- State reason why patient still needs to be in the hospital
- Possible roadblocks to discharge planning

n. Useful references/websites

- Books – Current (CMDT), Harrisons, Gorroll's Family Practice Guide, Bate's Physical Exam, Dubin's EKG
- Pocket References - Ferris, Washington Manual, Oxford, Pocket Harrisons
- Websites: SVCH blogspot, ACP Pier, National Guideline Clearing House, NEJM, Pubmed, Google Scholar, Up to date

o. Things to include in the Electronic Sign-outs

- Chief complaint
- Problem List (not symptom list please)
- Anticipated Problems
- Meds
- Allergies
- Code Status
- Consults on board
- Relevant Plans

Detailed instructions on how to create sign-outs from the Meditech computer system will be discussed at the orientation.

XVI. GOLDEN RULES

All work and no play is no good...

Cleveland is an amazing place. We urge you to explore and enjoy. Leave your worries in the hospital when you're off. Refer to the list above in the RECREATION SECTION for fun things to do. Otherwise, here's a couple of suggestions:

Dine out. Good restaurants are in great abundance here, so be adventurous. (i.e Legacy Village in Beachwood, Little Italy, West 6th, the Flats).

Rediscover music and arts. We had several professional acts perform here in Cleveland. We also have the Cleveland Orchestra, several museums, the theatre district and the famous Rock and Roll Hall of Fame museum.

Visit numerous public parks and the Cleveland zoo.

Watch an NBA game! We take pride in having the next Michael Jordan (in the person of Le Bron James) right in our backyard. The city also offers baseball (Indians), football (Browns), annual grand prix racing and air shows.

Work hard and party hard...

Residents at St. Vincent are typical hard workers but we do know how to have fun. When you finally get here, you will become familiar with the House Staff Committee. They are a group of residents elected from our Internal Medicine and Podiatry programs. The committee generally maps out socials such as outings, parties and gatherings. One of the more famous events of the year is the Diwali party (festival of lights). Do not forget to bring an ethnic costume (from your country of origin) for this occasion.

Your colleagues will also be your friends. Numerous residents usually also arrange weekend plans amongst themselves be it dining out, picnics, playing tennis, badminton, soccer or volleyball.

Don't forget to eat

No matter how hectic your call is, remember to grab something from the cafeteria before it closes. You'll always have time to eat later on once things start to settle down. It also helps to have one-dollar bills in your pocket for the vending machines for STAT drinks or food.

Keep supervising resident informed

Remember that you are always a part of a team. You will initially bug your residents for every little query. But as you learn how the system works, you'll be more confident to manage simple things on your own, with time. Never hesitate to inform your resident if you have doubts and if you need any help. Let your supervising residents know of every important update on your patients.

Recognize and seize learning opportunities from attending physicians and consultants on the floor

You only reap what you sow. Pursue learning opportunities whenever they arise since learning is rarely a passive process. Discuss your cases with your attending, be perpetually curious about that which you do not know.

XVII. CONCLUSIONS

The internship year will be the most difficult year in any residency. Every experience (whether painful or pleasant) will only make you a stronger and more confident physician.

Although the SVCH orientation is officially counted as two weeks, the reality is that the orientation is indefinite because there are no limits to things one may discover about residency, the city and this country.

GOOD LUCK!

VJ and Giselle Velez