



KAISER PERMANENTE®

**BOSTON UNIVERSITY
MEDICAL STUDENT
HANDBOOK
2026 - 2027**



Overview

The Boston University Regional Branch Campus at Kaiser Permanente Silicon Valley (KPSV) hosts 3rd year core clerkships for up to one year in duration. It is an integrated program where student rotations occur at both Kaiser Permanente (KP) San Jose and Santa Clara medical centers. This clerkship program offers Boston University medical students an opportunity to train within the nonprofit, integrated, managed care system that is often viewed as the health care model for the future.

Our medical centers are currently training residents from affiliated universities, community-based programs, and our own KP Residency programs. The KP Northern California residency programs have been in existence since 1947. Our goal is to train the finest quality physicians in the setting of the nation's largest and highly regarded integrated health care system. Our graduates are highly sought after and many become leaders in our own and other health care organizations and associations. Further information can be found at the following web link: <http://residency-ncal.kaiserpermanente.org/>

Medical Centers

SAN JOSE MEDICAL CENTER
250 Hospital Parkway
San Jose, CA 95119
Operator: 408-972-7000

SANTA CLARA MEDICAL CENTER
700 Lawrence Expressway
Santa Clara CA 95051
Operator 408-851-1000

Graduate Medical Education (GME) Staff Contact Information



Leon Castaneda, MD
Director of Medical Education
San Jose
408-309-4260



Sandeep Tumber
GME Manager
San Jose
669-272-4873



Katie Famous, MD
Director of Medical Education
Santa Clara
510-882-5491



Pamela Bautista
Program Manager
Santa Clara
408-691-1003

Clerkship Directors



Family Medicine
Melissa Liu, MD
Melissa.X.Liu@kp.org



Internal Medicine
Marina Dergun, MD
Marina.Dergun@kp.org



Internal Medicine
Subbu Lakshmi, MD
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Neurology
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Neurology
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Ob/Gyn
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Pediatrics
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Psychiatry
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Radiology
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Radiology
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William.McCullough@kp.org



Surgery
Emily Ament, MD
Emily.E.Ament@kp.org



Surgery
Shay Mansoor, MD
Shay.Mansoor@kp.org

Getting Started

Medical Student Onboarding

All medical students will receive a copy of the Medical Student Handbook, compliance training information, request for student information form, computer system training, and other pertinent information. Please review them ahead of time and return the requested forms and attestations to us as soon as possible for processing of student identification badge, and to obtain Kaiser Permanente Health Connect (Health Information System/Electronic Health Record) user id and login.

Orientation

All incoming medical students are required to attend a medical student orientation/training. It will be held jointly at San Jose and Santa Clara to give students the chance to learn both campus layouts and to meet the Clerkship Directors and Medical Center Leadership.

Identification Badge

The Kaiser Permanente identification badge will be issued to the medical students at the orientation. It must be worn at all times in an easily seen location above the waist while the students are rotating at the Kaiser Permanente medical centers.

Kaiser Permanente Medical Student Dress Code

All Medical Students and Residents are expected to dress professionally. Business casual attire is appropriate. Please check in with your Clerkship Director for more information regarding department specific policies.

Illness/Emergency

If for any reason that you cannot attend the assigned rotation, please notify the Clerkship Director, and if known, the attending faculty for that date and Sandeep Tumber, GME Manager at (669) 272-4873.

Students who require emergency services or are involved in an accident, needle stick, fall, etc., while rotating at a Kaiser Permanente facility must immediately notify the supervising attending/clinicship director. The student will be sent to Employee Health during clinic hours or the Emergency Room for after-hours care. Students should notify Sandeep Tumber, GME Manager at (669) 272-4873. Students requiring care for a workplace needle stick generally have their insurance billed.

To report blood/body fluid exposure, needle stick injury:

Immediately as soon as feasible but no later than 24 hours after the incident, notify the GME manager to complete a Supervisor First Report.

During Business Hours: Go to Employee Health:

Kaiser Permanente San Jose: 275 Hospital Parkway, 5th floor. (408) 972-6112

Kaiser Permanente Santa Clara: 710 Lawrence Expressway 3rd Floor, Dept. 364 (408)851-3394

If after hours, go to the Emergency Room.

COVID-19 Exposure and Testing:

Any student who has been exposed to COVID-19 while on clinical rotations will report the exposure to the GME Manager and Director of GME (Boston University Assistant Dean). Upon confirmation of the date of exposure, Kaiser Permanente Employee Health Services (EHS) will contact the student, review the symptom monitoring process with the student and, if requested, test the student.

COVID-19 Illness and Symptom Reporting:

Students who develop potential COVID-19 symptoms should follow the sick call-off process and request an appointment for COVID-19 testing if symptoms are mild or seek medical attention immediately if symptoms are severe. If the student is a Kaiser Permanente Member, contact the Advice Nurse Hotline and proceed as directed. If the student is not a Kaiser Permanente Member, they should seek care based on their health insurance coverage. Students can find free testing locations in Santa Clara County at www.sccfreetest.org or by calling 2-1-1. Students will notify the Site Director, GME Manager, and Director of GME if they are being tested for COVID-19.

Facility Information

Student Study Lounges

Kaiser Permanente San Jose: Students have access to the GME Small Workroom, located on the lobby level of Building 6, near the main building entrance.

Kaiser Permanente Santa Clara: Students have access to workspace in the Medical Office Building (MOB), 3rd Floor, Department 384, within the Hotel Suite.

Student Lockers

Lockers are available for students. To reserve a locker, please contact the GME Manager at your respective medical center.

Kaiser Permanente San Jose: Resident Workroom, Building 6, Lobby Level

Kaiser Permanente Santa Clara: Hospital Building, 3rd Floor, near the Internal Medicine Lounge

- Keypad Access Code: 5900#

Please ensure all personal belongings are secured and removed from the locker at the end of your rotation.

Telephones

Area code for both San Jose and Santa Clara are (408). To dial an internal hospital phone extension, use the 4-digit extension. To dial between medical centers or medical offices from an internal phone line, use the tie line plus the 4-digit extension:

San Jose 8-440-xxxx

Santa Clara: 8-401-xxxx

Parking

Kaiser Permanente San Jose: All KP San Jose physicians and staff are asked to park on any floor of the South Garage (new) during this time.

Staff with EVs are requested to utilize designated EV spaces whether their vehicle requires charging or not. There is no idle rate for EVs. Vehicles may remain parked in an EV spot after charging is finished (subject to change based on demand).

Kaiser Permanente Santa Clara: Students can park in the areas indicated Physician or Employee parking on the map in this handbook.

Cafeteria Hours

Each medical center has its own cafeteria. Vending machines are also available when the cafeteria is closed.

Kaiser Permanente San Jose:

Located on 1st floor of the main hospital. Hours: M-F: 7:00am to 7:00pm

Sat, Sun & Holidays: 8:30am – 3:30pm

Kaiser Permanente Santa Clara:

Homestead Courtyard Café is located on the 1st floor of the Medical Office Building (710 Lawrence Expressway) Hours of Operation: M-F 7am-6pm Sat 10am-1pm Sun Closed

Homestead Orchard Café is located at the basement of the Homestead Hospital Building (700 Lawrence Expressway) Hours of Operation: M-F 7am-7pm Sat-Sun 9am-5pm

Library

Kaiser Permanente San Jose: <https://kplibraries.libguides.com/friendly.php?s=home>

Kaiser Permanente Santa Clara: The library is located on Homestead MOB, 3rd Floor, Dept. 394, 710 Lawrence Expressway, Santa Clara. Phone 408- 851-2790. Hours of Operation (M-F) 8:30am - 5:00pm

Farmers Market

A certified Farmer's Market takes place every Tuesday at Kaiser Permanente San Jose and Santa Clara from 8:30am to 1:30pm, rain or shine. There is a range of vendors selling fresh healthy fruits and vegetables, freshly cut flowers, baked goods, nuts, honey and other goods available.

Fitness Center

A Fitness Center is available 24 hours a day to employees and volunteers. You must obtain access by visiting the Healthy Living Center/Health Education Department.

Kaiser Permanente San Jose: is in the Support Services Building. To gain access to the Fitness Center, please visit the Healthy Living Center.

Kaiser Permanente Santa Clara: is located at 710 Lawrence Expressway. To gain access to the Fitness Center, please visit the Health Education Department, Dept. # 182.

Healthy Living Center

Kaiser Permanente Healthy Living Center is an interactive learning space with trained staff designed to help members navigate health resources. In our Healthy Living Centers, we can assist you with classes, health education counseling, navigation of KP's wide range of valuable health information resources and online tools.

Chapel/Meditation Room

For individuals who desire a peaceful, quiet space, the hospital Meditation Room is available. It is available for use in the hospital, Room 202 across from the gift shop at Kaiser Permanente San Jose and is located on the 2nd floor in room 228 at KP Santa Clara.

Employee Assistance Program

Transitions can be difficult. At times it can be helpful to have the opportunity to speak with a mental health professional. Similar to what is available at Boston University, here at the KPSV sites, there are psychiatrists who are available to speak with about any mental health issues or questions you may have.

1. The primary Point of Contact is Shristi Shah M.D. The best way to reach her for non-urgent questions or concerns is by email, Shristi.Shah@kp.org or her office phone 408-360-2348.
2. If Dr. Shah is out of the office or if for some reason the student would like to contact one of the back-up Points of Contact with non-urgent questions or concerns, they can contact Shucheng “Shane” Wong, M.D at Shane-Shucheng.X.Wong@kp.org or 408-655-9498.
3. After communicating by phone or email, an in-person visit may be arranged. There should not be payment required for the office visit. If the student is informed there is a fee, they should inform the reception staff that the copay should be waived, and they will inform the provider about the mistake.
4. The Point of Contact and the students will work together to come up with a plan to best address the students’ concerns.
5. If a student has an urgent concern and they are unable to reach Dr.'s Shah or Wong immediately, it is recommended that they contact the Kaiser Permanente San Jose Adult Psychiatry Clinic at 408-972-3095 and ask to speak with a member of the Triage Team. The students also have the option of working with their own insurance provider to obtain mental health treatment. For emergency situations, students can call 911 or the national suicide hotline at 800-273-8255.

Medical professionals are not immune from physical or psychological illness or chemical dependency. If you are concerned, take action to receive help. In San Jose, you can reach Shristi Shah, M.D., Office of Student Affairs at 408-360-2348. In Santa Clara, you can reach Lennon Smith, M.F.T, CEAP at (408) 851-4440.



Shristi Shah, MD
Shristi.Shah@kp.org
408-360-2348



Shucheng “Shane” Wong, M.D
Shane-Shucheng.X.Wong@kp.org
408-655-9498

KP GSJA GME Statement on Social Media

A policy statement on online medical professionalism from the American College of Physicians and the Federation of State Medical Boards notes that “Professionalism is the foundation for the social contract between physicians and society (22). In exchange for the privilege of caring for patients, as well as the status, respect, and financial compensation that accompany that privilege, society expects physicians to practice in a professional and empathetic manner (23) and to self-regulate (4)”

As medical students, residents, and fellows, you are on a journey toward becoming independently practicing physicians. Your behavior on social media affects the community’s and society’s perception not only of you as an individual, but also of the medical profession and of Kaiser Permanente (KP). As a result, we urge you to exercise good judgment and conduct yourselves professionally, including in your online presence.

Recommendations

- Pause before you post. Be aware that you may not be able to control your post once it is on the web. Your content can be copied by other sites and taken out of context. Even if you delete it or have strong privacy settings, your post may remain permanently accessible. Consider the digital footprint you are creating for yourself and its potential impact on your patient–physician relationships and your future career.
- Always adhere to all KP policies, including the Principles of Responsibility and KP’s Code of Conduct. If you reference KP or display KP identifiers (e.g., clothing, badges) in your social media content, you are representing KP—whether you are officially speaking on its behalf (even if you explicitly state “my views are my own”). Regardless of privacy settings, your posts have the potential to reflect on KP.
- KP has a zero-tolerance policy for including PHI or proprietary information in social media posts. Please obtain permission from individuals featured in photos or posts before sharing them online. Legal action may still occur even if you believe you have removed all PHI, particularly if patients can identify themselves in a post. Official KPSJ social media accounts are intended for promoting programs, not for expressing individual views. If there are posts that do not align with these guidelines, then the program leadership will work with you to determine the appropriate course of action. KP’s social media training, “BeKP Spread the Word,” available on KP Learn, should be completed before contributing to official social media platforms.

References

Please refer to the following for specific details:

Social Media Training - Spread the Word

KP National Social Media Policy v.3 Social Media

Reference: <https://doi.org/10.7326/0003-4819-158-8-201304160-0010>

San Jose Campus Map

San Jose Medical Center Parking Regulations

EFFECTIVE MAY 18, 2026

Please help ensure enough parking for our members and patients by following these parking regulations:

WHERE TO PARK:

- North Garage (Floors 3 to 5)
- South Garage (Ramp from Floor 1 to Floor 2)
- South Garage (Floors 2 to 3)
- Building 6 Garage (Bottom Floor)
- Parking Lot 3

WHERE NOT TO PARK:

- Floors 1, 2 of North Parking Garage
- Floors 1, 4, 5 of South Parking Garage
- Top floor and ramp to top floor of Building 6 Parking Garage
- Parking Lots 1, 2, 4
- Hospital Parking Lot
- Library Parking Lot
- Nearby neighborhoods and businesses

Monday to Friday

- Staff may use EV-designated spots on Floors 1 to 3 of the South Garage while their vehicle is charging. Once charging is complete, vehicles do not need to be moved right away. No idle fees are charged for remaining parked after charging.
- Staff with ADA placards may park anywhere on campus.
- After 5 p.m., night shift staff can park anywhere on campus unless it's an ADA spot.

	RESTRICTED		CONSTRUCTION ZONE
	MEMBER		MEMBER/STAFF
	STAFF		



Santa Clara Campus Map

Student parking available in Employee Parking areas

General Information

Our Website
Go to kp.org/santacleara for a campus map and driving directions.

Medical Center Operators
408-851-1000

Appointments and Advice
Appointments: 8:30 a.m. to 10 p.m., every day
Advice: 24 hours, seven days a week
Internal Medicine 408-554-9800
Optometry 408-554-9830
Pediatrics 408-554-9810
Women's Clinics 408-554-9820

Member Service Call Center
Call us with your benefits and billing questions.
Hours: Mon-Fri, 7 a.m.-7 p.m.;
Sat and Sun, 7 a.m.-3 p.m.

1-800-464-4000 English
1-800-785-0616 Spanish
1-800-757-7585 Chinese dialects
1-800-777-1370 TTY for the hearing/
speech impaired



Santa Clara Medical Center
Hospital, 700 Lawrence Expressway
Medical Office Building, 710 Lawrence Expressway
Santa Clara, CA 95051
408-851-1000

kp.org/santacleara

Medical Office Building 710 Lawrence Expressway

Find your department name and number on the alphabetical list below. Then locate the department number on the floor map. The first digit indicates the floor number.

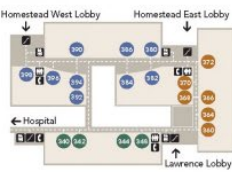
Floor 1



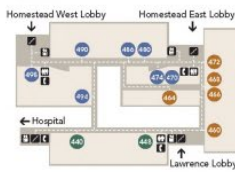
Floor 2



Floor 3

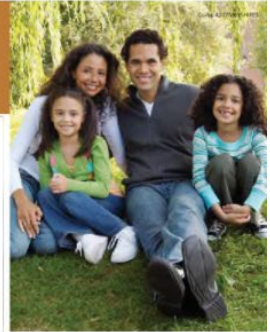


Floor 4



Department directory (alphabetical order)

190 Administration	244 Classroom	290 ENT/Head and Neck Surgery	389 Information Technology	480 Member Outreach	580 Patient Relations	680 Preoperative Clinic	790 Vascular Surgery
191 Administration	245 Classroom	291 Evening and Weekend Clinic	390 Infusion Center	481 Member Services	581 Pediatric Neuroscience	681 Pulmonary Medicine	791 Volunteer Services
192 Breast Care Clinic	246 Classroom	292 Eye Surgery Center	391 Injections - Adult	482 Nephrology	582 Pediatrics	682 Rehabilitation Services (Physical, Occupational, and Speech Therapy)	792 Women's Clinic
193 CAPD/Peritoneal Dialysis Center	247 Classroom	293 Family Travel Clinic	392 Injections - Pediatric	483 Neurology	583 Pediatrics	683 Spine Clinic	793 Women's Clinic
194 Cardiology	248 Classroom	294 GI/Gastroenterology	393 Internal Medicine	484 Newborn Club	584 Perinatology	684 Staff Educational Services	794 Women's Health Education
195 Cardiovascular Services	249 Classroom	295 Gift Gallery	394 Internal Medicine	485 Oncology/Hematology	585 Peritoneal Dialysis Center/CAPD	685 Surgery Clinic	795 Women's Imaging
196 Chronic Conditions Management	250 Classroom	296 Graduate Medical Education	395 Internal Medicine	486 Ophthalmology/Eye Care	586 Pharmacy	686 Urology	
197 Classroom	251 Classroom	297 HARC	396 Internal Medicine	487 Optical Services	587 Pharmacy		
198 Classroom	252 Classroom	298 Health Education	397 Internal Medicine	488 Optometry/Eye Care	588 Pharmacy		
199 Classroom	253 Classroom	299 Health Sciences Library	398 Laboratory	489 Orthopedics/Sports Medicine	589 Pharmacy		
	254 Classroom	300 Human Resources	399 Laboratory	490 Outpatient Procedure Center	590 Plastic Surgery		
	255 Classroom	301 Infectious Disease	400 Mammography	491 Patient Records	591 Podiatry		
	256 Classroom	401 Endocrinology					



FINDING YOUR WAY at Santa Clara Medical Center

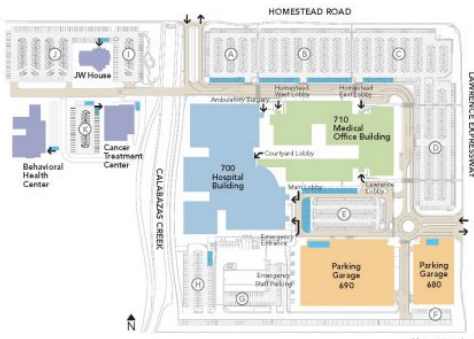
- Hospital
- Emergency Department
- Medical Office Building
- Cancer Treatment Center
- Behavioral Health Center



Santa Clara Medical Center

Hospital 700 Lawrence Expressway

Find your department name and number on the list below. Then locate the department number on the floor map. The first digit indicates the floor number.



Please note, closest parking to Emergency Department is Lot E.

The Kaiser Permanente Santa Clara Medical Offices are located west of the Santa Clara Medical Center. To reach Santa Clara buildings 1 and 2 from the main campus, take the Homestead Road exit from the main campus and turn left. Drive approximately two blocks. The Santa Clara buildings are on the left at 10000 Homestead Road in Cupertino.

Hospital Floor 1



Maps not to scale

Hospital Floor 2



Hospital Floor 3



Hospital Floor 4



Hospital Basement



Department directory (alphabetical order)

104 Ambulatory Surgery	104 Imaging/Radiology	104 Pathology
105 Cafeteria	105 Labor and Delivery	105 Patient Financial Services
106 Cardiac Procedure Unit	106 Laboratory - FNA Clinic	106 Pediatric Intensive Care Unit (PICU)
107 Conference Room	107 Lost and Found	107 Pediatrics
108 Conference Room	108 Medical Social Work	108 Pharmacy/Discharge
109 Conference Room	109 Meditation Room	109 Respiratory Therapy
110 Conference Room	110 Mother/Baby	110 Security
111 Conference Room	111 MRI	111 Sleep Medicine Lab
112 Conference Room	112 Neonatal Intensive Care Unit (NICU)	112 Surgery/Operating Rooms
113 Conference Room	113 Nuclear Medicine	113 Volunteer Services
114 Emergency	114 Nursing Administration	
115 Gift Gallery		

Patient room directory (numerical order)

120 Intensive Care Unit Rooms 1260-1269	120 Pediatric Unit Rooms 3200-3222	120 Telemetry Unit Rooms 3350-3372
121 Transitional Care Unit Rooms 1280-1289	121 Pediatric Intensive Care Unit Rooms 3250-3257	121 Medical/Neurology Rooms 4300-4323
122 Telemetry/Stroke Unit Rooms 1350-1372	122 Medical/Oncology Rooms 3300-3323	122 Surgical/Orthopedics Rooms 4350-4372
123 Telemetry/Cardiac Unit Rooms 2250-2277		
124 Intensive Care Unit Rooms 2300-2309		
125 Cardiac Intensive Care Unit Rooms 2320-2329		
126 Surgical Unit Rooms 2350-2372		
127 Labor and Delivery, Mother/Baby Rooms 3001-3040		

- Department or Unit
- Public path of travel
- Elevators A
- Elevators B
- Elevators C
- ATM
- Cafeteria
- Restrooms
- Stairs
- Telephones