

## **PROFESSIONALISM in the FAMILY MEDICINE CLERKSHIP**

Professional behavior is a skill that students and faculty will develop and refine throughout their careers. The goal of the curriculum is to help students and faculty reach their highest professional level during this clerkship. Using the below expectations as a guide, students and faculty should reflect on their skills and attitudes and seek help when appropriate. Students and faculty are encouraged to seek feedback from faculty, students and staff on their professional behaviors. These expectations were developed from work done by the College Faculty.

### **1. Communication Skills**

Individuals should clearly communicate important information such as treatment plans. The manner in which individuals convey information should fit the context of the patient care situation. For example, when breaking bad news, students and physicians should obtain permission from the patient to present the information to other family members. Individuals should be able to establish rapport with patients, be able to actively listen to patients', families' and colleagues' concerns and demonstrate cultural proficiency.

### **2. Relationships with Patients and Families**

Individuals should always show respect, empathy and compassion for patients and families. Students and physicians should solicit the patient's perspective on their illnesses and care. Verbal, nonverbal and written communications should convey a considerate and respectful attitude towards patients and families. Derogatory statements and gestures will not be tolerated. The exceptional student and physician is able to respect the patient's values, even when in conflict with his/her own. Individuals will not discuss patients in elevators, cafeterias or any public areas where privacy is not assured. All students and physicians must have completed HIPAA training. Please review this information if necessary.

### **3. Professional Relationships:**

Individuals should always show respect for faculty and staff. Verbal, nonverbal and written communications should convey a considerate and respectful attitude towards colleagues and staff. Derogatory statements and gestures toward others will not be tolerated. Individuals should be able to collaborate effectively and this collaboration should improve team function. Individuals should be aware of each team member's role in patient care and respect that role. Individuals should show compassion when working with team members.

#### **4. Educational Attitudes**

Individuals are expected to prepare for all activities according to abilities and the situation involved. Mental presence at all activities is an important part of attendance. Taking phone calls, e-mails or text messages of a nonclinical nature during clinic or conference time is unacceptable. With personal issues of an urgent nature, the students will excuse him/herself from the setting and notify the preceptor if time outside of duties is needed to address these issues. Individuals should actively seek feedback from team members and initiate steps to improve based on that feedback. Individuals should seek to ask insightful questions, motivate others to learn, and be willing to teach others.

#### **5. Dependability and Responsibility**

Individuals are expected to be present and on time for all scheduled clinical activities. If illness, an emergency or any other circumstances exist in which expected attendance is not possible, every effort should be made to contact the people who will be affected as soon as possible. Leaving a phone message or sending an e-mail is not sufficient. Individuals should be honest and straightforward in all of their spoken and written communications with faculty, staff and patients. Providing misleading information, failing to follow-through on verbal and written commitments and deliberately changing data or records to cover up mistakes is unacceptable. Individuals should be trusted to work independently and to know their own limits and seek help when needed. Assigned tasks should be completed in the time allotted and students and physicians who go above what is expected for patient care duties will be considered to be performing at an exceptional level.

#### **6. Dress**

While expectations around dress will not be formally considered in grading, students will meet the following standard: Appropriate dress is defined as a professional appearance that includes attention to personal attire, and hygiene that is respectful and appropriate. While a nametag is required for students and physicians, lab coats are site-specific. Please do not wear strong fragrances of any kind, including deodorant. Some patients have pulmonary problems and others have allergies or strong dislike for scents you may wear. Women should wear nice pants, skirts or dresses. Men should wear nice pants and shirt; ties are a site-specific requirement. Clothing with political statements, tee shirts, jeans, shorts, sneakers, tight or revealing clothing and exposed midriffs are all inappropriate dress for clinic-related activities.