

GUIDELINES FOR PROFESSIONAL BEHAVIOR

The Faculty and Student Body of the University of Massachusetts Medical School regard the following as guidelines for professional conduct. These areas are derived from the school's Technical Standards (see Student Handbook). We are proud that the vast majority of our students exemplify these behaviors naturally. All members of the UMass Medical School community are expected to act professionally in the school, hospital and in the community with or in front of patients, families, members of the health care team, and others in the professional environment (school, hospital, clinic, office) including members of the faculty and administration, other students, standardized patients, and staff.

Displaying honesty and integrity

- Consistently displays ethical behavior
- Does not misrepresent or falsify information and/or actions *eg does not cheat*
- Takes credit only for own work/contributions and impartially gives credit to others for their work.

Maintaining a professional demeanor

- Treats peers, faculty, staff, and patients with respect in individual settings; *eg not arrogant or insolent.*
- Treats peers, faculty, staff and patients with respect in lecture and conference settings; *eg turning cell phone and pager to vibrate, refraining from disturbing others via text messaging, talking, activities not related to class, etc.*
- Maintains professional demeanor even when stressed; *eg not verbally hostile, abusive, dismissive or inappropriately angry with peers, faculty, staff or patients.*
- Never expresses anger physically.
- Abides by professionally accepted boundaries for interpersonal relationships; *eg never uses his or her position for personal gain or to engage in romantic or sexual relationships with patients or members of their families.*
- Conforms to policies governing behavior; *eg confidentiality, sexual harrassment, consensual amorous relationships, hazing, use of alcohol, and any other existing policy of the medical school or clinical system*
- Appearance, dress, professional behavior follow generally accepted professional norms

Showing respect for patient's dignity and rights

- Makes appropriate attempts to establish rapport with patients or families.
- Shows sensitivity to the patients' or families' feelings, needs, wishes, and diversity.
- Demonstrates appropriate empathy.
- Shows respect for patient autonomy.
- Maintains confidentiality of patient information

Accurate Self-Reflection

- Correctly estimates own abilities or knowledge
- Recognizes own limits; appropriately seeks help, eg from peers, faculty, tutoring services

Responding to supervision

- Accepts and incorporates reasonable feedback in a non-resistant and non-defensive manner
- Accepts responsibility for own errors.

Demonstrating dependability and appropriate initiative

- Completes tasks in a timely fashion without needing reminders; *eg papers, reports, examinations, appointments, patient notes, patient care tasks*
- Assists and facilitates learning among peers
- Appropriately available for professional responsibilities; *eg attends required classes and activities, is available when on clinical service, responds to email and pager*
- Takes on appropriate responsibilities willingly; *eg not resistant or defensive*
- Takes on appropriate patient care activities; *eg does not "turf" patients or responsibilities*

Interacting with other members of the team

- Shows sensitivity to the needs, feelings, wishes of team members; *eg lab, small groups, projects, other members of the health care team*
- Relates and cooperates well with members of the team
- Communicates with other members of the team in a timely manner