

## MEMO

TO: Department of Medicine Interns

FROM: Constantine A. Manthous, M.D.

DATE: February 3, 2004

SUBJECT: Professionalism reminder

As I'm sure you all know by now, professionalism is one of the competencies that will be evaluated as part of the new assessment process. Along these lines I'd like to remind you of a few issues:

1. **Timeliness** - It is imperative that you arrive to rounds and conferences on time. Your attendings have set aside time for your education and you owe it to them (and yourself) to be on time. Timeliness also applies to medical records - this year medical records will be providing data on how rapidly discharge summaries are dictated by residents. You should dictate no later than 7 days after a hospital discharge.

2. **Attendance** - Likewise, rounds and conferences are for you. Considerable effort, time and money are spent to assure a high-quality educational experience for you. The only excuse for missing conferences is patient care emergencies/new ER admissions.

Noon conference - It is a national requirement that you attend more than 60% of all noon conferences (you cannot graduate without satisfying this requirement). Attendance will be taken. Even when you are on office electives, you should make every effort to return to the hospital for noon conference.

\*\*\*\*\*The summer core lecture series of noon conferences are now **mandatory** for everyone. You are excused from all responsibilities other than patient care emergencies/ER admissions - and a single resident should handle these until conference is over. Off-site residents on office-based electives must return to the hospital for these conferences (if you are in the office, please let your supervisor know, so they expect you to leave to be able to get to hospital by noon and get back by 1:30).

Morning Report - All residents who are doing Team Care and hospital-based electives should attend morning report. Consultations should be performed before or after rounds and attendings should be notified that you plan to attend report when you are on in-house electives. Morning report MUST start at 9 AM and end at 10 AM, sharp. Please ask your attendings to be excused by 8:55 each morning so that you can arrive on time.

Rounds - Attendance is mandatory. Each day, a single resident should be chosen (on an alternating basis) to answer pages, so that the majority of the team is not interrupted during Attending and Teaching Rounds. Rounds should end at 11:45-11:50 to allow enough time for you to get to noon conference on time.

**3. Interpersonal communication skills** - Always be courteous to your peers, allied health personnel and patients/families. When you are not going to be present or will be late you should contact your supervisor to let them know. Use common sense and courtesy. Nurses, attendings, patients and your peers will be formally assessing your interpersonal skills. As a general rule, treat others as you want to be treated.

**4. Caring** - Remember the Medical Golden Rule: If you seek to treat every patient as you would want your mother treated - with the same diligence, attention to detail and humanity - you can never go wrong. Seek to explain every complaint and lab abnormality, while remembering there is a frightened human being who looks to you for information AND consolation. You are the patient's doctor - even if there is an attending overseeing your care. If you follow this rule, you will make critical diagnoses, provide exemplary care and earn the gratitude of your patients. Residency can be a grueling process that wears you down - but don't let it rob you of your humanity and courtesy.