

## Professional and Personal Conduct

### Code of Conduct:

As the leader of the healthcare team, each resident is expected to maintain the highest level of professional and courteous conduct when working with patients, families, faculty, other residents, staff and visitors. Any action, inaction or other conduct of any resident that is unprofessional, disruptive, discourteous, illegal or that adversely affects the patient care environment may result in disciplinary action, up to and including termination from the residency training program. Residents and faculty also have an obligation to be appropriately rested and fit to provide the care required by their patients (VI.B.1.)

### Professionalism:

While knowledge and technical skills are crucial in medicine, the manner in which they are used is equally important. Residents must exemplify the humanistic qualities that constitute the essence of professionalism – integrity, respect and compassion. They must also practice the other core components of professionalism including accountability, excellence, duty, service and honor. These qualities apply to all aspects a physician's life, including the relationships between medical professionals, between specialties and between professional organizations.

### Required Attitudes and Actions:

- Residents will demonstrate conduct consistent with the dignity and integrity of the medical profession in all contacts with patients, their families, the faculty, office staff, fellow residents and all parties associated with training in the residency program.
- Residents will demonstrate punctuality in all areas of residency training; including: clinic, hospital rounds, check-in and check-out, noon lectures and clinical rotations.
- Residents will, in a timely fashion, fulfill his or her professional obligations. Failure to fulfill clinical, academic or administrative duties, including the completion of patient charts and logging of duty hours and procedures can result in remediation or disciplinary action.
- Residents will strive for personal growth and improvement, accept criticism with dignity, seek to be aware of his or her own areas for growth, be open to change, accept responsibility for errors and avoid displaying a poor attitude even in stressful situations.
- Residents and faculty will complete training in the recognition of impairment, including from illness, fatigue, and substance use, in themselves, their peers, and other members of the healthcare team (VI.B.4.c).(2)

## UHC Family Medicine

- Residents and faculty members must demonstrate responsiveness to patient needs that supersedes self-interest. This includes the recognition that under certain circumstances, the best interests of the patient may be served by transitioning that patient's care to another qualified and rested provider (VI.B.5.)
- Residents will respect and protect the ethical and legal rights of patients.
- Residents will abide by the policies and procedures governing the Residency Program, Medical Staff and United Hospital Center.
- Residents will immediately inform the Program Director of any change in status that affects his or her ability to perform assigned duties.