

UB Graduate Medical Education

Resident Code of Professional Conduct

August 23, 2007

Commitment to demonstrate respect, compassion & integrity

- consider carefully how your personal actions reflect upon the university, institution, or the profession
- recognize the right of all individuals to be treated, in behavior and speech, with respect, sensitivity, and responsiveness, without regard to culture, race, age, gender, disability, national origin, position, religion, or sexual orientation
- cultivate an environment that is not hostile, intimidating, or harassing by avoiding abusive language, unwelcome sexual advances, and offensive communications
- recognize that using alcohol, illegal drugs, or controlled substances impairs performance and risks patient safety
- dress professionally and maintain good personal hygiene in order to establish trust and confidence, and show consideration for cultural sensitivities of patients and co-workers, avoiding attire and grooming that could be offensive or unsafe
- communicate accurate information about which you have direct knowledge, not intentionally misleading or giving false information

...to patients and their families

- use non-judgmental language and behavior, free from obscene or derogatory terms, that shows empathy and sensitivity to patients' and families' needs, feelings, and wishes
- recognize the limits of your clinical knowledge and experience, seeking advice whenever needed
- work in concert with your health care team, led by the attending faculty, in presenting a consistent, understandable message to patients and families
- act with integrity in dealing with adverse outcomes, accepting responsibility, taking corrective action, and learning from the event to improve patient care in the future
- share medical and personal information about patients only with health professionals directly involved in the patient's care, and in locations that are as private as possible
- create legible, truthful, complete, and accurate medical documents, including electronic correspondence, that are stored in secure locations
- respond to patient care requirements in a timely manner
- recognize the possibility of conflict of interest, which may manifest as self-referral, acceptance of certain gifts, or inappropriate utilization of services
- demonstrate a willingness to consider the socio-economic reality in which care is provided and the influence this has on patient outcomes

... to faculty, colleagues, and staff

- work together with all members of the health care team, showing sensitivity to their responsibilities, needs, and feelings
- welcome candid and constructive feedback from faculty and others who observe performance as an indispensable guide to improving skills
- provide constructive feedback to promote the learning of others and improve quality of care
- refrain from making derogatory statements about other medical specialties or professions
- display a judicious use of others' time and energy:
 - do not misrepresent the work of others as your own
 - arrive at the scheduled time for all clinical rotations, courses, sessions, and other mandatory academic obligations
 - avoid behavior that is disruptive to the learning environment
 - complete paperwork and surveys in a timely manner
 - use hospital/clinic property, including equipment and medications, for patient care only, not personal use
 - prevent damage or misuse of hospital/clinic tools and equipment