

General Policies

Student Code of Professionalism (Policy 1.1)

Professionalism is the focus of renewed interest and concern in contemporary medical education. Although there are ongoing debates about how to define and assess the professionalism of future physicians, there is now strong consensus on the need of medical schools to foster – indeed, ensure – its development in their students with the same rigor that has long been devoted to the acquisition of scientific knowledge and technical skill. At Georgetown, two professionalism-related initiatives have been launched in recent years. One is a Code of Professionalism that was formulated by the Committee for the Promotion of Professionalism, a student group founded in 1998, and approved by the Student Council in Fall 2001. The other initiative concerns the physicianship incident report, a tool for identifying and addressing unprofessional behaviors.

The Code consists of three articles, the first of which expresses the commitment of the medical student body to certain values, virtues, and principles that are fundamental to professionalism in medicine: respect for the dignity of every individual, altruism, compassion, integrity, collegiality, responsibility and accountability, humility, trustworthiness, honesty, and excellence. The second article addresses the questions of what can and should be done when members of the medical school community fail to exemplify these values, virtues, and principles. The third article describes the process for investigating and resolving allegations of serious failures in honesty and respect. See Appendix P for the full text of the code

Physicianship Incident Form (Policy 1.2)

The physicianship incident report is a tool with which faculty and others may identify specific deficits in the professional development and formation of medical students. Professional responsibility, self-improvement and adaptability, relationships with patients and families, and relationships with members of the health care team are the four areas of assessment included on the form. The report form and its accompanying procedures have been endorsed by the COS. See Appendix O for an example of the form and the text of the policy.

Appearance, Dress, and Grooming (Policy 1.3)

Cleanliness and good grooming are always expected - of everyone and by everyone. A substantial portion of the faculty, particularly the clinical or hospital-based physicians believe that medical students should always dress "professionally". For students on assignment in the hospital: students on clerkship in the hospital or in preceptors' offices **must** dress professionally (coat and tie for males and the equivalent formality for females), in accordance with local professional standards, determined by the clerkship director or preceptor. Faculty have prepared the following guidelines.

It is expected that attire and grooming will be consistent with that expected of a physician during the course of all patient care and clerkship experiences. The image which you present in your interaction with your patients will have a major influence on how your patient will perceive you as a professional and as a physician. The image that you project to your attendings conveys an important message to them as to how you perceive yourself as a

person and as a physician. Consequently, your appearance (which will include your attire and your personal grooming) is one criterion entering into your clerkship evaluation and your grade.

Individual clerkships may modify these general guidelines with specific guidelines applicable to that clerkship experience.

1. Men should be attired in an appropriate shirt with matching tie, matching slacks and a white jacket -- all clean and neatly pressed. Jeans or shorts should not be worn in the hospital. Socks should be worn; running shoes are inappropriate during normal business hours. Shoes should be clean and polished. Hair should be clean and neatly cut. Any facial hair should be appropriate and neatly trimmed. Religious exceptions to this will be reviewed case by case.
2. Women's suggested attire consists of either slacks and a blouse, a skirt and blouse, or a dress covered by a white jacket, all of which should be clean and neatly pressed. Shoes should be shined. Hose convey a professional image. Mini skirts, shorts, blue jeans and running shoes should not be worn in the hospital. The midriff should be covered at all times in a hospital setting. Loud high heeled shoes are inappropriate, as are open-toed shoes.
3. On the surgical services, refrain from wearing dangling earrings or excessive jewelry to make the patient's examination and scrubbing in the operating room more convenient. Jewelry worn in pierced body parts should not be visible during patient care hours.
4. Scrub suits are **NOT** acceptable attire except when assigned to those clerkships requiring wearing a scrub suit for specific situations or environments in the context of that clerkship and strictly confined to those defined situations.
5. Clothing (especially shoes) should be comfortable enabling you to move around without constraint or embarrassment.

Remember that you are in Washington, which considers itself a sophisticated city and manifests this in a style of dress (both male and female) at work that may be far more formal (or conservative) than in other parts of the country. This means that patients and their families, as well as colleagues, expect a more formal style of dress by students and will often negatively interpret casual attire as a sign of a casual approach to your work, or your "high style" of dressing to state that you regard patient care on the same level as going to a club or a party.

When you have occasion to walk through the hospital, be careful to do so professionally. There will be times when you feel exuberant, especially when you meet friends whom you have not seen for some time: keep the meeting professional and the volume low. Sick people and their families may

feel misunderstood or rejected when health care providers act in a boisterous or playful manner. Do not discuss patients or their families in corridors, elevators or other public places.

Teacher-Learner Relationship & Student Mistreatment (Policy 1.4)

The accrediting agency for American and Canadian medical schools, the Liaison Committee on Medical Education (LCME), requires every medical school to define the standards of conduct for the teacher-learner relationship and to develop and implement policies and procedures for addressing allegations of student mistreatment. Georgetown University School of Medicine's standards, policies and procedures were approved by the Committee on Medical Education in July 2002 and are found in Appendix D.

Georgetown's standards for the teacher-learner relationship commit the School of Medicine to creating and sustaining an educational environment distinguished by the values and virtues of mutual respect, trust, honesty, collegiality, compassion, and accountability. Such values and virtues are recognized as critical to the relationship between medical students and their teachers and as fundamental to the intellectual and ethical formation of future physicians.

According to the School's policies on student mistreatment, three types of behavior toward students undermine the efficacy of the teacher-learner relationship: abuse, discrimination and harassment. Students who believe they have been subject mistreatment may seek to have their complaints addressed through either informal or formal procedures.

Using informal procedures, students may discuss their complaints with Nancy Harazduk, M.Ed, MSW, who serves as the Ombudsman for the School of Medicine and who may offer advice and counsel on options for next steps. The office of the Dean for Medical Education has created a position of Ombudsman. That office is confidential, accessible to all, and designated to provide access to discuss options with any student who feels aggrieved. The Ombudsman does not serve as a judge or an advocate (for more information about the Office of the Ombudsman see Appendix E). Using formal procedures, students may present their complaints to Princy Kumar, M.D., Senior Associate Dean for Students. The senior associate dean may then choose to address the complaint directly with the individual or individuals against whom the complaint has been brought; or, she may choose to refer the complaint to those to whom the individual or individuals are accountable. The policy prohibits retaliation against students who bring complaints.

As members of the Georgetown University community of faculty, students, and staff, Georgetown medical students may also submit complaints to Marjorie Powell Director, Affirmative Action Programs, G-10 Darnall, Box 571096, 687-4798.

Confidentiality (Policy 1.5)

A very special and serious ethical and legal obligation of everyone involved in medical care is to protect the privacy of patients. Never discuss patients or their illnesses in elevators, corridors, or cafeterias or any place where you could be overheard and the patient identified by the patient's family or friends. Details that identify a patient should never be disclosed to persons not involved in

the care of the patient. Determine the identity of an inquirer before you answer any questions. When in doubt, consult your supervisor. Students are responsible for complying with the hospital's HIPPA policies and procedures.

Dealing with Media (Policy 1.6)

All of us value a free press; all of us value privacy. Keeping these values in balance can be quite difficult at times. If any media personnel - radio, TV, newspaper, or other – approach, you should contact the Office of Communications and External Affairs (ext. 687-5100). Media personnel require permission from that office to approach people on campus. You should be careful to respect the privacy of your colleagues and above all your patients. Thoughtless or casual answers to some queries could have serious ethical or legal repercussions.

Faculty Advisors (Policy 1.7)

Preclinical Advising: First year students are assigned pre-clinical advisors who serve as the students' first point of contact for issues concerning personal and professional development. Students are expected to meet with the pre-clinical advisor at least once each semester during first and second year. Additional contact may be initiated by either the student or the advisor. Clinical contact is managed through preclinical groups and by career panels throughout all four years.

Third Year Clinical Advising Deans: Third year medical students are assigned a Clinical Advising Dean, based on student preference, who provides academic and non-academic advice, as well as assistance with initial planning for 4th year and for post-graduate training. This individual will draft the Dean's Letter of Evaluation and more importantly assist in the residency decisions facing all students. Students will also have access to a series of seminars and web-based programs related to careers in medicine.

Fourth Year Clinical Advising: In addition to the Clinical Advising Deans and others who serve as pre-clinical advisors, members of the GU full and part-time clinical faculty are willing to share information about their areas of specialty and assist with career guidance. Clerkship and Residency Directors at Georgetown University are the first choices for specialty specific advice. Interns and residents participate in "Specialty Nights" designed to provide information about post-graduate training options and answer questions. "Specialty Nights" are open to all students.

Environmental Issues (Policy 1.8)

By corporate decision and by law, the Medical Center is a smoke-free environment.

Students are asked to show respect for the earth and environment by observing professional standards of neatness and care. Clean up your own trash: don't leave debris behind you. Use the various recycling receptacles. This is a simple - but significant - way in which you can demonstrate respect and caring for your classmates and your school.

Be particularly careful with biohazards. Susan Martin in the Office of Environmental Health and Safety can be reached at 202-687-4712 if you ever have questions or concerns.

Food and drink are not permitted in classrooms except during officially scheduled meetings held in classrooms during the lunch break. In the latter case students are responsible for the disposition of their own trash: officials of the organization sponsoring the meeting are responsible for the overall cleanliness of the room, and may be charged for damage or cleaning.

Demonstrations (Policy 1.9)

The University, including the Medical Center, honors the constitutional rights of its members and values the reasoned exchange of opinions in civil discourse. No demonstration by individuals or groups can be tolerated that disrupts patient care, teaching, research, administration or any other legitimate University or School functions, or threatens the safety and security of the medical school or medical center community. Demonstrations must abide by any applicable University policies regarding the time, place, or manner in which they are conducted.

Outside Employment (Policy 1.10)

It is school policy that: “Students are admitted to the School of Medicine with the understanding that they will devote full effort to medical studies. Scheduled academic sessions and/or assigned clerkship duties shall be given priority over employment or extracurricular activities. A student engaging in employment or extracurricular activities assumes the responsibility for any adverse effect such employment or activity may have on academic performance or standing”.

Weather (Policy 1.11)

Patient care and student safety are our main concerns.

Fourth year students responsible for patient care are expected to report to their hospital assignments regardless of Medical Center weather status. Students may be expected to remain in the hospital until relieved, to ensure that appropriate patient care is provided.

Third year students are generally expected to report to their hospital assignments; if severe weather conditions prohibit their safe travel (and each student should make a prudent judgment as to the possibility of safe travel), the student should contact his/her resident (or whoever is covering), the clerkship director (through voice mail if he/she is not available), **and** leave a message with the Office of the Associate Deans, 202 687-1004. The Office of the Associate Deans will provide informational messages regarding weather attendance on voice mail, and these messages will be updated regularly. Voice mail will be monitored for messages left by students.

In severe winter weather, students can listen for announcements on the radio or television, and should call **202 687-SNOW** (687-7669) to hear the Medical Center plan in effect. **Examinations will be held as scheduled unless otherwise notified; clinical care responsibilities are expected to**

be fulfilled. Clinical students should follow the policies of the hospital where they are currently rotating.

Traditionally, students who live within walking distance from the hospital volunteer their services to the hospital (through the offices of the Medical Director, Director of Nursing Services, or Volunteers Director) "to do whatever needs doing" during weather emergencies. Additionally, students who have four-wheel drive vehicles often volunteer the use of their vehicles (or become drivers) to transport medical staff to and from the hospital and to assist classmates in meeting clinical responsibilities.

Safety: Your Person and Your Property (Policy 1.12)

There are two security forces on campus. The **Customer Service Center (444-4440)** has jurisdiction over the hospital services of the Medical Center: Bles, Lombardi, Pasquerilla (PHC), Gorman, Lombardi, Kober-Cogan, Garages 1, 2, and Leavey Center Garage, P1 level, and parking lots a, b, e, and g. The **Department of Public Safety (687-4343)** has jurisdiction over the rest of the University (including the Medical School and the remainder parking lots).

Washington and its environs have all the problems of major urban areas:

1. In any environment, on campus or off, you should use all prudent precautions for personal safety including walking in pairs in isolated places or at off times. Especially, students should not hesitate to call on the escort or security services at night either at Georgetown or at the affiliated hospitals.
2. Keep a close watch on your personal property. Do not leave personal property: books, MP3 players, PDAs, Laptops, purses, wallets, coats or jackets, out of your sight, in classrooms, cafeterias, corridors, the library, restrooms, Yates, or in any hospital. Report any on-campus thefts to University Public Safety office (687-4343; in EMERGENCY 687-HELP), or to the Customer Service Center (444-4440, in EMERGENCY 444-4444) depending on where the incident occurred.
3. Report any suspicious persons or activity to Public Safety (687-4343; in EMERGENCY 687-HELP) or to the Customer Service Center (444-4440, in EMERGENCY 444-4444) depending on where the incident occurred.
4. University Public Safety runs a Safe Ride program during the academic school year. If you are on-campus and need a ride to an off-campus location please call 687-4343 for Safe Ride. Hours are Monday – Thursday 8:00pm to 1:00am and Friday – Saturday 8:00pm to 2:00am.

Emergency phones have been installed at strategic locations around the Medical School and University. They connect directly to Public Safety. Become familiar with their locations.

Lost and Found services are available through the Office of the Associate Deans as well as through both Hospital and University security forces and at the Medical Library.

The Deans will cooperate with the Security Forces and other campus authorities in disseminating crime information as required under federal regulations.

Lockers (Policy 1.13)

First and Second year students are assigned a locker at the beginning of each academic year. You are responsible for getting your own lock and for cleaning out your locker at the end of the academic year. If you do not clean out your locker on or before the last day of classes all the contents will be trashed – no questions asked.

Mailboxes (Policy 1.14)

First, Second and Third year students are assigned a mailbox at the beginning of each academic year. You are required to clean out your mailboxes at the end of the academic year. If you do not clean out your mailbox on or before the last day of classes all the contents will be trashed – no questions asked. To replace lost mailbox keys contact the Office of the Registrar at 687-1856. A fee of \$50.00 will be charged to your account. This fee is non-refundable & indisputable.

Mailbox keys **must** be returned to the Office of the Registrar located in Butler Annex Room #5. If you do not return your mailbox key on time you will be charged \$50.00 (not refundable).

Random Number (Policy 1.15)

Each academic year all students are assigned a **new** random number. You can find this number on Student Access+ on the Scheduling page.

Registration (Policy 1.16)

Students are required to register at the beginning of each semester. There are three requirements for registration:

1. Turn in a *Personal Data Form* (PDF) to the Office of the Registrar prior to the due date on the form. It is best to turn in this form personally. (First year students only)
2. Read the latest version of the Student Handbook and sign and return the form indicating that you have read, understand, and agree to abide by the Student Handbook for the School of Medicine.
3. Meet all financial obligations per the Office of Student Financial Planning.

Failure to register will result in a non-refundable late fee of \$80.00.

Computer Systems Acceptable Use (Policy 1.17)

Statement:

This policy is designed to establish acceptable and appropriate use of computer and information systems, networks and other technology resources at Georgetown University. More importantly, it is meant as an application of the principles of respect and reverence for every person that are at the core of Georgetown's Catholic, Jesuit identity.

Applicability:

Anyone using Georgetown University technology resources. This includes all students, faculty and staff, fellows, visiting scholars, affiliates, campus visitors, Georgetown University Hospital employees when they use GU resources, et al.

Guiding Principles:

The Georgetown University community is encouraged to make innovative and creative use of information technologies in support of education and research. Access to information representing a multitude of views on current and historical issues is allowed for the interest, information and enlightenment of the Georgetown University community. Consistent with other University policies, this policy is intended to respect the rights and obligations of academic freedom. The University recognizes that the purpose of copyright is to protect the rights of the creators of intellectual property and to prevent the unauthorized use or sale of works available in the private sector. Also consistent with other University policies, an individual's right of access to technology resources and materials should not be denied or abridged because of race, creed, color, age, national origin, gender, sexual orientation, or disability.

Georgetown University computing and network resources are to be used only for University-related research, instruction, learning, enrichment, dissemination of scholarly information, and administrative activities. The computing and network facilities of the University are limited and should be used wisely and carefully with consideration for the needs of others. Computers and network systems offer powerful tools for communications, education and research among members of the University community and communities outside the University. When used appropriately, these tools can enhance dialog and communications. When used unlawfully or inappropriately, however, these tools can infringe on the beliefs or rights of others.

Disclaimer:

The University cannot protect individuals against the existence or receipt of material that may be offensive to them. As such, those who make use of electronic resources and communications are warned that they may come across or be recipients of material they find offensive. (Such incidents may be reported to abuse at georgetown.edu. For more information on this and system and email protections, see "Resources" below.)

Responsibilities:

The University encourages all members of its community to use electronic communications in a manner that is respectful to others. The following examples, though not covering every situation, specify some of the responsibilities that accompany computer use at Georgetown and/or on networks to which Georgetown is connected.

Functionality and Availability:

You must ensure that your actions do not negatively impact the functionality and availability of Georgetown University computers and network services. You must not attempt to modify University systems, or modify or augment network facilities; attempt to temporarily or permanently disrupt routine operation of system or network resources; attempt to tamper with any hardware, networks, applications or files; or, attempt to circumvent, alter or make resources available to circumvent or alter software protections or other restrictions placed on computers, networks, applications or files. (Note: Employees who are Computer Systems and Network Administrators in the course of their jobs may be authorized to make changes to computing and network facilities. These responsibilities are well documented, understood and carefully supervised. All Systems and Network Administrators are bound by the "Guidelines for System and Network Administrators" and must follow the "Procedures in Support of the Computer Systems Acceptable Use Policy.")

Computer Accounts:

You must use only your own computer account(s), and may not attempt to impersonate the identities of others. You may not supply false or misleading data nor improperly obtain another's password in order to gain access to computers or network systems, data or information. The negligence or naiveté of another person in revealing an account name or password is not considered authorized use. You should not use the convenience of file or printer sharing as justification for sharing a computer account. You must not attempt to subvert the restrictions associated with your computer accounts or network access.

Information Security:

You are responsible and accountable for all use and security of the electronic resources you own or use, including but not limited to computer account(s), passwords, personal computer(s), electronic data, and network access. You should make appropriate use of the software, system and network-provided protection features and take precautions against others obtaining access to your computer resources. You are responsible for the security of all NetIDs, accounts and passwords assigned for your use. Passwords must never be shared. You are expected to abide by the Georgetown University Information Security Policy.

Shared Resources:

You may not encroach on another's use of computer resources. Such activities would include, but are not limited to, tying up computer and network resources for downloading or piracy of music, movies, software or other files, or other trivial and non-University related applications; sending harassing messages; sending frivolous or excessive messages, including chain letters, junk mail, SPAM, and other types of broadcast messages, either locally or over the Internet; using excessive amounts of storage; launching attacks or probes, or otherwise attempting to subvert the security of any system or network at Georgetown University or on the Internet; intentionally or irresponsibly introducing any computer viruses, worms, Trojan Horses, spy ware, or other rogue programs to hardware, software, systems or networks at Georgetown University or on the Internet; or physically damaging systems.

Intellectual Property:

You are responsible for making use of software and electronic materials in accordance with copyright and licensing restrictions and applicable university policies. You may not use Georgetown University networks, equipment and software to violate copyright or the terms of any license agreement. No one may inspect, modify, distribute, or copy proprietary data, directories, programs, files, disks or software without proper authorization.

Publication:

You should remember that information you distribute through the University's web or other computing and networking facilities is a form of publishing and many of the same standards apply. For example, any web publication attributed to Georgetown, even with disclaimers, represents you and the University and appropriate language, behavior and style is warranted.

Personal Information:

You should be cautious about making information about yourself and others available on the Internet. The University cannot protect you from invasions of privacy, identity theft and other possible dangers that could result from the individual's distribution of personal information.

Administration and Implementation:

While respecting confidentiality and privacy, the University reserves the right to examine all university owned and operated computer systems and electronic/digital resources. The University takes this step to enforce its policies regarding harassment and the safety of individuals; to prevent unauthorized reproduction or distribution of proprietary software or digital texts, images (moving and still) or music; to safeguard the integrity of computers, networks, and data either at the University or elsewhere; and to protect the University against seriously damaging consequences. Upon termination of a user's relationship with the University,

the University may find it necessary to examine such resources. The University may restrict the use of its computers and network systems for electronic communications when faced with evidence of violation of University policies, or federal or local laws. The University will comply with, and respond to, all validly issued legal process, including subpoenas. The University reserves the right to limit access to its networks through University-owned or other computers, and to remove or limit access to material posted or distributed on University-owned computers.

Enforcement:

All members of the University community are bound by federal and local laws relating to civil rights, harassment, copyright, security and other statutes relating to electronic media. It should be understood that this policy does not preclude enforcement under the laws and regulations of the United States of America or the District of Columbia. All users are expected to conduct themselves consistent with these responsibilities and all other applicable University policies. Abuse of computing and/or network privileges will subject the user to disciplinary action, as established by the applicable operating policies and procedures of the University. Abuse of networks or computers at other sites through the use of Georgetown University resources will be treated as though it occurred at the University. When appropriate, restrictive actions will be taken by system or network administrators pending further disciplinary or legal action.

Resource(s) and other Applicable Policies and Procedures:

Guidelines for Systems and Network Administrators

<http://uis.georgetown.edu/policies/technology/snaguidelines.html>

Procedures in Support of the Computer Systems Acceptable Use Policy

<http://uis.georgetown.edu/policies/technology/acceptableuseprocedures.html>

Reporting incidents of electronic abuse

Abuse@georgetown.edu

SPAM may be forwarded to spam@georgetown.edu

Hate and Bias Reporting

<http://www.georgetown.edu/student-affairs/biasreporting>

University Information Security Policy and Security Resources

<http://uis.georgetown.edu/policies/technology/secpol.html>

<http://security.georgetown.edu/>

Copyright in the Information Age

<http://www.georgetown.edu/policy/copyright/>

DMCA Information Site

<http://uis.georgetown.edu/policies/technology/p2p.html>

Broadcast Communication Policy

<http://uis.georgetown.edu/policies/technology/masscomm.html>

Incidental Personal Use of Electronic Resources Guidelines

<http://uis.georgetown.edu/policies/technology/personaluse.html>

Georgetown University Human Resources Manual; including but not limited to:
Policy Number 302, -Disciplinary Actions and Dismissals-

http://www.georgetown.edu/hr/employment_services/policies.html

Policy Number 401, -Professional Conduct-

http://www.georgetown.edu/hr/employment_services/policies/gu401.html

Policy Number 403, -Confidential Information-

http://www.georgetown.edu/hr/employment_services/policies/gu403.html

Online Resources

E-mail: <http://uis.georgetown.edu/email/>

Anti-Virus and other software, general information: <http://uis.georgetown.edu/>

Technical Assistance

help@georgetown.edu

Approval of Original Policy:

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Revised: June 22, 2005

Approved by the Vice President for Information Services/CIO and University Counsel, June 22, 2005

Review Cycle:

This policy will be periodically reviewed and updated as appropriate.