



Professional Expectations - Common Pitfalls and Frequently Asked Questions for Trainees

Professionalism includes a variety of behaviors and attitudes consistent with an understanding of and commitment to Institutional, Departmental, Divisional and Program-specific policies, procedures, protocols, practices and standards. Professional practice includes treating everyone (colleagues, faculty, students, patients, families, staff, and visitors) with respect, demonstrating integrity and honesty in all aspects of conduct in or affecting the workplace, furthering patient safety, and acting in a manner that reflects positively on oneself, on Duke, and on the profession.

Standards of Conduct and Performance: General standards of conduct and performance apply throughout the Duke enterprise and affiliated educational sites. Violation of and/or failure to adhere to these standards may result in a range of consequences that include warning (oral or written), corrective action, suspension of privileges, non-renewal, non-promotion, and dismissal.

Specific standards have been provided elsewhere, and this document addresses frequently asked questions or issues that trainees may not be aware of or may misunderstand. This document should serve as a reference only and should not be interpreted as a policy, nor is it inclusive of all policies, standards of conduct, contractual obligations, or professional expectations.

Resources: There are numerous resources and techniques dedicated to developing a greater understanding of these expectations and that support successful performance. In addition to program, and department leaders, these include:

- DUHS and DUH policies and procedures
- Duke Health Code of Conduct
- New Graduate Medical Education Trainee Orientation
- Duke Graduate Medical Education Website
- Graduate Medical Education Office Staff, Director, and Associate Director
- Chair and Vice Chair of the GME Resident Council

Confidentiality and Identification

Trainees must:

- not use another's log in (computer sign on) or provide computer access to another.
- not forward Duke email to another email service (e.g., Yahoo Mail, Gmail, etc.).
- not access medical records of patients for whom they are not providing patient care (whether for self or for others).
- not edit their own medical records in Maestro care, even though they may access their own records; or any medical records for which residents are not part of the treatment team.
- not directly access medical records of any family member (including minors), significant other, or spouse. MyChart is to be used for access of this nature after executed written authorization from family member or friend and receipt of proxy account.
- abide by visitor policies when a family member or friend is in the hospital and ask the patient's nurse or physician if they are able to visit. Distinguish between your role as a physician and a visitor, and follow visitor policies unless you are directly involved in the care of a patient.
- **not** log in to Maestro to determine status or discuss care with such a friend or family member or to find the location of a friend or family member unless authorizations are signed (see above). Use the hospital information desks or call the operator for publicly available information about friends or family members who are hospitalized.
- wear a readily visible Duke Identification badge and GME trainee badge card prominently on outer clothing

between shoulder and waist with photo side facing out, while at work.

- Loss or theft must be immediately reported to the Duke Card Office and Duke Office of GME.
- not leave ID cards unsecured in public area (such as on a lab coat hung in a common area) when they are not present.

Relationships

Trainees must:

- comply with the policy on consensual relationships.
- avoid sexual relationships with anyone for whom they have supervisory or educational evaluative responsibilities, or with their own supervisor.
 - If such relationships develop, the supervising trainee must immediately inform his/her Program Director or Chair.
- not engage in any boundary violations and/or sexual relationships with patients.
- not allow personal relationships to intrude on the workplace.
- avoid behaviors that could be perceived by any colleague or staff member as mistreatment in any way (which includes language and behavior that is abusive, disrespectful, disruptive, condescending, etc.)

Attendance and Schedules

Trainees must:

- notify supervisor of any unscheduled absence in accordance with Departmental/Program procedures.
- avoid unscheduled absences or tardiness and notify their supervisor well in advance of any foreseeable absence in accordance with Department or Program policies. For unscheduled absences or tardiness, trainees must notify Program Director or designee when leaving duty and reporting back to work. Trainees must ensure patient coverage is available when absent.

Note: Absence without notice to Program Director for three consecutive workdays constitutes voluntary resignation.

- manage time and activities before and after clinical assignments so that they arrive at work well rested.
- immediately notify supervisors when they perceive that fatigue may be impairing patient care or education.
- notify their supervisor or program coordinator of ALL call, shift, and schedule changes.
- accurately report clinical and educational work hours, including TSMA and moonlighting in the Resident Management System (MedHub).

Resources, Technology, and Social Media

Trainees must:

- limit their access to Duke's computing and networking resources for approved purposes only.
- use Duke's property and resources (telephones, email, facsimile machines, computers, printers, copiers, instruments, call rooms, on-call meal benefit, transportation and fatigue management resources) only for legitimate Duke-related work purposes, and not for personal use that includes non-Duke business.
- not use Duke computers and communication systems for solicitations, chain letters, sexual or ethnic jokes or slurs, email stalking, threats, or harassment.
- not conduct any personal business from a Duke email address, on Duke premises, using the Duke name or brand or during clinical assignments.
- abide by Duke's social media policy. Examples include:
 - Do not post photos of patients or patient care areas.
 - Refrain from comments that might put an individual or the institution at risk (e.g., acceptable to say "had a busy day" but not acceptable to say "the unit was overwhelming today - so many patients and not enough staff").
 - Providers should not "friend" or "follow" patients on any social media sites.
 - Avoid posting stories or photos of behavior that could be misconstrued or perceived as unprofessional.
 - Avoid using the Duke name or branding for personal use without prior approval from the Office of Trademarks and Licensing, which should be forwarded to the GME Office and your program.

Conflict of Interest and Conflict of Commitment

Trainees must:

- disclose relationships with industry including pharmaceutical representatives, and any work with an industry/pharmaceutical company/vendor, or other outside organization in accordance with Duke policies.
 - Note: Trainees who receive benefits of any value from certain non-Duke entities may be publicly reported in one or more national databases under federal law.
- not accept gifts from industry or other third parties.
- not participate in a speaker's bureau.
- refrain from internal (TSMA) or external moonlighting, other employment or activities generating compensation, or receiving supplemental income from any source other than Duke stipends without prior written approval from his/her Program Director and the Director of Graduate Medical Education.
- comply completely and honestly with all requests for conflict of interest and conflict of commitment statements.

Legal Issues

Trainees must:

- comply with all regulations and position statements of the NC Medical Board including but not limited to:
 - Avoidance of self-prescribing or prescribing for family members.
 - Avoidance of prescription of controlled substances in violation of institutional or program specific policies and/or without appropriate documentation in the medical record. Meet all applicable requirements of the NC Controlled Substances Reporting System.
 - Be aware that the use of **marijuana or THC**-containing substances is **illegal in North Carolina and by federal statute**, and is not allowed by the North Carolina Medical Board. A positive urine drug screen will result in removal from work and mandatory assessment for substance use disorder. Evidence of intoxication while at work (e.g., positive urine drug screen, appearing at work in an intoxicated condition) can result in disciplinary action.
- report to the Director or Associate Director of GME and cooperate with NC Medical Board on any investigation (e.g. DWI or other criminal **charge(s), not only convictions**) or correspondence regarding any issues that may impact state licensure within 7 days of notice.
- report ALL Driving Under the Influence (DUI) **charges (regardless of conviction)** to:
 - The NC Medical Board in accordance with their policies.
 - GME Program Director and Associate Director or Director of Duke GME within 7 days as per DUHS policy.
- report **any arrest or conviction** on or off campus for a **misdemeanor or felony** to his or her GME Program Director and Director or Associate Director of Duke GME within 7 days.
 - Any trainee on a leave of absence must report any arrest and any subsequent disposition(s) to the Program Director and the Associate Director or Director of GME prior to returning to work.
- report any relevant court orders (such as a Domestic Violence Protection Order (DVPO) or restraining orders) as follows:
 - DVPO taken out against other individuals must be reported to **Duke Police**. This will mitigate risk at the workplace to trainee and other Duke employees.
 - DVPO taken out against a trainee must be reported to the Program Director and the Associate Director of Duke GME.
- comply with applicable federal, state, and local regulations and requirements during public health emergencies.

I acknowledge receipt of this document. I acknowledge that I have also been provided access to and an opportunity to review applicable DUHS policies, including the policies provided and updated periodically at <https://gme.duke.edu/policies>. I understand that these policies may be updated from time to time and that they do not create a contract for employment. I understand that I am expected to comply with these policies at all times during my employment.

Date: _____

Trainee Signature: _____