**Professionalism Lapses – “preferred answers”**

1. ***A colleague leaves work to go attend a sick family member (using the appropriate channels to notify others)***

* No action needed
* Helpful to put “out of office” message on EMR

1. ***A fellow resident does not clear desktop as much as possible before leaving for time away, leaving you to manage it***

* Speak with colleague directly
* Submit a “Help Me Learn” card in New Innovations

1. ***Fellow resident chronically arrives late to work, which impacts your work***

* Speak with colleague directly
* Contact Chief Resident

1. ***You observe a colleague being dismissive/disrespectful to a nurse, Admin staff member, etc.***

* Speak with colleague directly
* Contact Chief Resident
* Depends on if it is an isolated incident or a pattern – perhaps talk with advisor if a pattern

1. ***When seeing another resident’s patient, You find an incomplete note in a patient’s chart from last office visit, so you don’t know the plan***

* Speak with colleague directly
* Send an email or reminder to your colleague describing your concern
* Depends on if it is an isolated incident or a pattern – contact Pod Leader

1. ***A fellow resident does not identify and arrange appropriate coverage for desktop during time away***

* Contact Chief Resident
* Speak with colleague directly
* Contact Pod attending physician to figure out best coverage

1. ***Resident arrives for Night Float shift with alcohol on his/her breath***

* Contact Program Director or Education Director or Administrative Director immediately
* Contact your attending
* Speak with colleague directly

1. ***You have been up most of the night with a sick family member/pet and feel too fatigued to work safely***

* Contact the Residency administrative staff at 4737
* Contact your attending

1. ***Talking about a patient by name on the elevator with other non-team members present***

* Speak with colleague directly
* Submit an iCare
* Contact the senior resident on the rotation
* (intervene then and there – politely remind folks to refrain from their discussion)

1. ***Fellow resident on the day team falls asleep several times during rounds***

* Speak with colleague directly
* Contact the senior resident on the rotation
* Contact your attending

1. ***You find a blank note signed off by a fellow resident in a patient’s chart***

* Speak with colleague directly
* Send an email or reminder to your colleague describing your concern
* Depending on what comes out of the conversation, may need to contact colleague’s advisor
* Contact Pod Leader

1. ***You discover the wrong medication was given to a patient resulting in his/her hospital admission***

* Submit an iCare (in ALL cases where incorrect medication is given)
* Speak with colleague directly
* Contact your attending

1. ***There is no discharge summary in the chart when you see patient for 1 week post hospital follow-up***

* Speak with colleague directly
* Send an email or reminder to your colleague describing your concern
* Page person who you believe had responsibility for writing d/c summary and ask for a brief summary

1. ***You frequently have difficulty finding your senior resident, and he/she does not respond to pages in a timely manner***

* Contact Chief Resident
* Contact your attending
* Speak with colleague directly

1. ***You hear colleagues ridiculing a patient who just left the clinic***

* Speak with colleague directly
* Contact Chief Resident
* Contact Pod Leaders

1. ***You observe a resident arriving at clinic with slurred speech and an antalgic gait***

* Contact Program Director or Education Director or Administrative Director immediately
* Speak with colleague directly (offer assistance and concern, notify him/her you will be notifying someone else immediately to assist with assessing the situation)
* Contact your attending
* Contact Pod Leaders

1. ***a) A fellow resident called out with illness, requiring you to provide coverage unexpectedly, and you find out later he/she wanted a long weekend for a trip***

* Speak with colleague directly
* Contact Chief Resident
* Inform member of Leadership (Residency Manager, Admin Director, Program Director)

***b) A fellow resident asks you to cover his/her desktop on Friday because he/she will be calling out with illness to go on a long weekend trip***

* Speak with colleague directly
* Contact Chief Resident
* Inform member of Leadership (Residency Manager, Admin Director, Program Director)