

POSTGRADUATE MEDICAL EDUCATION LEARNER RESOURCE HANDBOOK



2025-2026

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Postgraduate Medical Education Learner Resource

WELCOME MESSAGE

Welcome to Postgraduate Medical Education (PGME) at Memorial University. We hope you will find your time in postgraduate training at Memorial to be both fulfilling and enjoyable, from the city hospitals to community hospital settings. This handbook has been prepared to familiarize you with some of the things that will be of importance during your residency at Memorial.

If you have any questions, please do not hesitate to contact the PGME office. Our staff is here to support you every step of the way. We look forward to meeting you and wish you every success in your training journey.

Responsibilities of Postgraduate Learners:

1. Provide empathetic, appropriate, and responsible patient care.
2. Be readily available when on call.
3. Be receptive to patient and family discussions.
4. Ensure that histories and physical examinations of patients are completed and recorded within 24 hours of admission.
5. Complete progress notes in a timely manner in response to clinical events.
6. Attend and participate in rounds.
7. Dress in a professional manner.
8. Take advantage of educational opportunities.
9. Be respectful of the dignity of patients and their families.
10. Be respectful of patient confidentiality.
11. Work harmoniously and respectfully with all members of the healthcare team.
12. Take advantage of opportunities to be involved in clinical research studies.
13. Transfer the Bond of Patient Trust when changing services by reviewing each case with the receiving learner and compiling comprehensive transfer notes.

Some of these responsibilities will be elaborated on during orientation sessions, as well as during your program and academic half-day sessions organized by the PGME office.



Postgraduate Medical Education Learner Resource

SECTION I - INSTITUTION

As a postgraduate learner at Memorial University, you are considered a full-time student and have access to all university-provided student services and facilities. To use these resources, you will need a **Campus Card**, a versatile identification card that also serves as your library card, printing card, and building access pass.

To obtain your campus card, please contact your program's **Academic Program Assistant**, who will assist you with the request process. Detailed instructions are also available at the following link:

[Get your campus card - Memorial University](#)

University Services

Bookstore

The University Bookstore, located on the second floor of the University Centre (UC2006), provides a wide range of retail services. In addition to textbooks, general reading, materials, and supplies, and a clothing department where you can purchase lab coats.

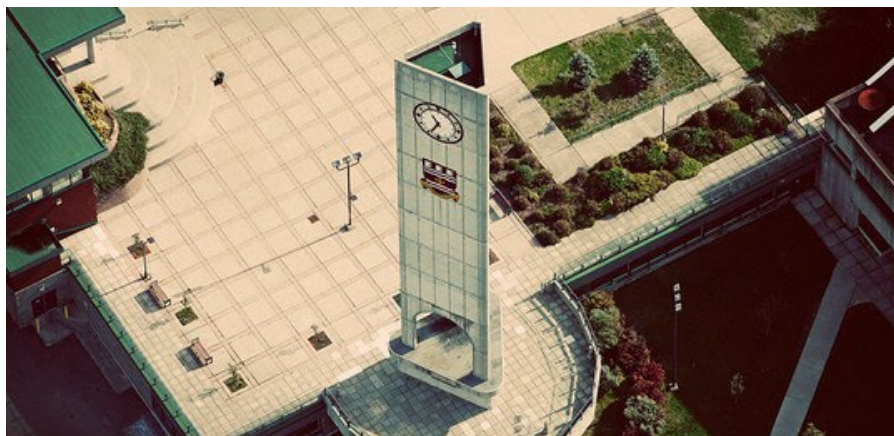
The bookstore's website offers a reference section where you can perform a general book search. If the title is in stock, you can purchase it [online](#).

International Student Card

As full-time students, you can apply for the International Student Identity Card (ISIC) through the [MUNSU website](#). This card provides discounts on airfare tickets and admission fees to museums and galleries.

Legal Consultation

Memorial students are entitled to legal consultation with the legal aid officer for Memorial's Students' Union (MUNSU). Normally, one free visit is permitted. If more than one visit is necessary, the fee will be negotiated between you and the MUNSU lawyer. You may arrange to meet with the legal aid office by calling the MUNSU office at (709) 864-7633.



Postgraduate Medical Education Learner Resource

Library Services

Health Sciences Library

The Health Sciences Library (HSL) is located on the first floor of the Health Sciences Centre (HSC). The library supports teaching and research in the Faculty of Medicine, the Schools of Nursing and Pharmacy, staff of NLHS (HSC site), and is a resource center for all health practitioners in the province. Library privileges extend to all branches of the Memorial University Libraries.

Databases

The library provides access to numerous databases, including but not limited to MEDLINE, CINAHL, Cochrane Library, Embase, PsycINFO, and a variety of evidence-based resources. Please see the HSL Databases [webpage](#) for more information.

Study Rooms

The library is a quiet place to study. Both individual and group study rooms are available for student use. Rooms can be [booked](#) online up to three days in advance. The minimum booking time is 30 minutes; maximum is two hours.

Hours

Hours of operation are posted on the library [website](#).

Subject Librarian

All disciplines within the Faculty of Medicine have an assigned subject librarian who can be your first point of contact for all your library and information needs. Developing a relationship with your subject librarian will ensure that your research and clinical information needs are met during your residency. You are encouraged to schedule a meeting with your librarian at your earliest convenience.

Library Card

Your MUN Campus Card is your library card. You may use this card to borrow library materials and as a photocopy card. For more information, please view the Borrow, Renew, and Return section of the [website](#).

Library Account/Off-Campus Access

Use your MUN login ID (my mun account) to sign into Onesearch. This will provide you with access to library resources and services, such as document delivery and requesting items for another library. Signing in will also provide access to your library account information and let you renew books [online](#).

Not sure what your MUN login ID is? It is generally the same ID you use to sign into Brightspace or your MUN email account. If you're unsure, visit the MUN login page and click "cannot log in?" at the bottom of the screen. From there, you can get help recovering your password or finding your MUN login ID.

Document Delivery

Books and journal articles not held in the collections of Memorial University Libraries may be requested at no cost through the library's document delivery service. For articles, book chapters, and conference papers, you will be emailed a link to a PDF (when possible). Other Items will be available to pick up at the library when they arrive. For full details, timelines, and the request form, please view the document delivery section of the website.

Postgraduate Medical Education Learner Resource

Distance Services

Learners located outside the St. John's area may request that books from our collection be sent via mail through the DistancePlus service. Access to electronic resources are also available. Click on the resource you wish to access via the library [website](#), and you will be prompted to log in using your my.mun.ca ID and password.

Literature Searches

Librarians are available to assist with and provide guidance on literature searching (database selection, search strategy, etc.). For literature searches not related to your academic work (i.e., not part of your learner research project), you may request that a librarian perform a literature search for you. You can [request a literary search](#) or ask for assistance by contacting the Information and Research help desk at hslinfo@mun.ca or (709) 864-3378.

Systematic and Scoping Reviews

A number of HSL librarians are trained in systematic and scoping review techniques and are available to provide advice on methods and assistance with searching. For information, see our [Systematic Review Guide](#)

Data Management

The library can provide advice on data management tasks and processes such as writing data management plans, data documentation and metadata, choosing a data repository, and more. For more information, see our [Database Management Guide](#).

Open Access

Memorial University Libraries supports the open access movement and strongly encourages researchers to consider this publication model. Learners are encouraged to submit their scholarly work (including published and unpublished papers, presentations, book chapters, lectures, data sets, etc.) to Memorial's Research Repository at research.library.mun.ca.

Memorial University Libraries also supports open access publishing through its Open Access Author Fund. The fund pays author fees for Memorial researchers (including learners and graduate students) who have had a peer-reviewed article accepted for publication in an open-access journal, provided the journal meets certain requirements. For more information, see openaccess/oafund.

Instruction

You may request a one-on-one consultation or a group workshop with a librarian on topics such as literature searching, citation management, evidence-based research, planning your paper, copyright, scholarly publishing, open access, etc. To make an appointment, please contact the Information and Research Help Desk (hslinfo@mun.ca or (709) 864-3378) or visit the instructions section of the [website](#)



Postgraduate Medical Education Learner Resource

Printing and Photocopying

You can print and photocopy using your MUN Campus Card. You can add money to your card using the Card Manager unit located near the Information and Research Help Desk in the library. You can print from any computer in the library. [Wireless printing is also available](#). Printers and photocopiers are in the Print and copy room across from the Lending Services Desk.

Learners may borrow a Faculty of Medicine copy/print card at the Lending Services Desk for academic or research-related use only. Cards must remain within the library premises. ID is required at the time of sign-out.

Contact Information:

Lending Services: (709) 864-6070
Information and Research Help: (709) 864-3378
Web: library.mun.ca/hsl
Email: hslinfo@mun.ca
Fax: (709) 864-4968

Queen Elizabeth II Library

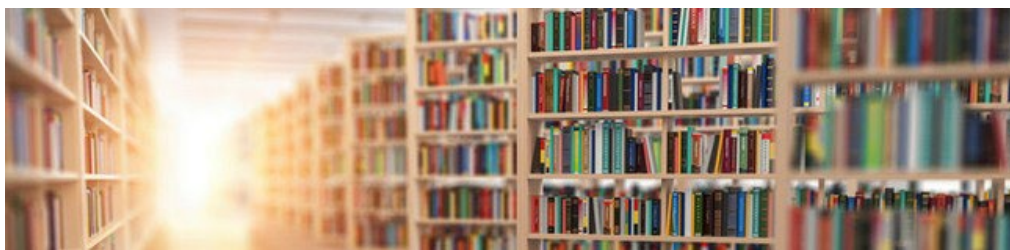
The Queen Elizabeth II Library, located on the main campus in St. John's, is the central library of the library system serving Memorial. Its comprehensive and impressive collection provides a wealth of material to support the variety of disciplines taught at the university. Many services, offered from both within the library and through distance services, include document delivery, library instruction, access to print and online resources, internet terminals, and phone and email reference services for those who cannot visit the library in person. There is ample study space which includes individual carrels, tables, 24 single study rooms, 18 group study rooms, a typing room and an adaptive technology room. For further information on the services the library provides and to search its catalogue online please visit our [website](#).

The Writing Centre

If you are experiencing some difficulty in preparing written works such as presentations and research proposals, Memorial offers the services of the Writing Centre. A free drop-in facility, the Writing Centre's mandate is to help university students enhance their written works and become better critical thinkers. Further information is available on their [website](#).

The Works

Included in the payment of your registration fees is full access to The Works, Memorial's fitness center (theworksonline.ca). The Works consist of the Aquarena, Field House, and MUN Recreation Facilities. These excellent facilities offer a variety of aquatic, fitness, and recreation programs, including a 200-meter indoor track, a strength and conditioning fitness center, cardio center, three North American-sized squash courts, MUN pools, basketball, volleyball, badminton, and tennis courts.



Postgraduate Medical Education Learner Resource

Postgraduate Medical Education

PGME Office

The PGME office oversees the administration of all residency training programs at Memorial University, as well as coordinating and processing the admission and registration of all learners. The PGME office also endeavors to develop and deliver cross-disciplinary programming ([PGY 1 and 2 Academic Half Days](#)) to complement and enhance training across all programs and levels. The Academic Half Days have a variety of topics, including Teaching and Learning, CBME, Research, Global Health, and Gender Diverse Care.

To manage your affairs relative to PGME, you must be familiar with the necessary paperwork to be completed as you progress through your residency. PGME policies and guidelines are available on the [PGME website](#).

PGME is committed to providing the highest quality education to help learners become the best physicians possible, to respond to the health care needs of the province. If questions or concerns arise during your training, please do not hesitate to contact the PGME office.

Contact Information

Suite M2M401, Medical Education Building,
Faculty of Medicine, Memorial University
300 Prince Phillip Drive, St. John's, NL A1B 3V6
Phone: (709) 864-6331
Email: pgme@mun.ca
Website: www.mun.ca/medincine/pgme

PGME Committee

The PGME Committee is a multidisciplinary faculty committee responsible for developing and overseeing postgraduate medical education at Memorial. It is a standing committee of the Faculty of Medicine and is chaired by the PGME Associate Dean. There is learner representation (PARNL) on the PGME Committee, elected by the learner group, whose main role is to act as a spokesperson for their peers. Any problems or grievances should be brought to the attention of a Learner representative for discussion at the PGME Committee meeting.

Assessment, Promotion, Dismissal, and Appeal Policy

All postgraduate training learners should review the [Assessment, Promotion, Dismissal, and Appeal Policy](#). If you have any questions, please contact the PGME office or your Program Director.

MUNCAT

MUNCAT is the Memorial University of Newfoundland Competency Assessment Tool, a digital application designed to provide formative assessment of learner competencies. The learner receives coaching tips and feedback from the observer during a conversation that occurs at the moment an activity occurs. MUNCAT is a comprehensive App and dashboard system used to record, track, and display a learner's competencies as they progress over time.

The app captures the program-determined competencies in order to collect, organize, and present data on the MUNCAT dashboard pertaining to these assessments to allow for efficient summative assessment of each learner as well as cohorts of learners.

Postgraduate Medical Education Learner Resource

The app features:

- Use of Memorial University single sign-on (use the my.mun.ca account) Works with IOS, iPadOS, and most versions of Android
- Secure and encrypted data
- An observer tracking PIN makes submissions quick and easy, CPSC-specific EPA's
- Works offline

Teaching Effectiveness Program

[Teaching and Learning Effectiveness Program \(TEP\)](#) learners in an interactive, multi-year program designed to enhance the teaching administered by learners in all programs at Memorial University. It involves learners at the PGY 1 and PGY 2 levels and is delivered through a combination of interactive workshops.

PGY 1

Early in PGY 1, all learners attend the **MANDATORY** academic half-day "Introduction to Teaching and Learning as a learner".

PGY 2

During PGY 2, learners must complete a teaching enhancement workshop program. With the cooperation and approval of the Office of Professional and Educational Development (OPED), postgraduate training programs have the option to conduct their teaching enhancement workshop program in PGY 2. For example, learners in Family Medicine participate in the TIPS program, which is scheduled and offered by staff and faculty from their discipline.

In accordance with the [Learner Teaching Policy](#), learners will **NOT** be promoted beyond the PGY 3 postgraduate year until completion of **ALL** components. All postgraduate training learners should review the information. If you have any questions, please contact the PGME office or your Program Director.

On Call-Duties (formerly Moonlighting)

As per the Royal College of Physicians and Surgeons of Canada's Statement on Moonlighting, the Postgraduate Medical Education office neither "condemns nor condones the practice of moonlighting during residency training."; however, if you qualify for and choose to moonlight, you are reminded that adherence to PGME's moonlighting Policy is compulsory.

In addition, compliance with the following four governing bodies is required:

- ACLS: Certification is required for locums/off-service calls in Anesthesia, Emergency Medicine, General Surgery, Internal Medicine, GIM, Obstetrics/Gynecology, and Critical Care.
- NLHS: Professional credentials need to be submitted and verified, including a criminal record and vulnerable sector check from the RNC.
- PGME: The On-Call Duties request form must be submitted to the PGME office **at least three days** before the CPSNL submission deadline.
- CPSNL: The completed request form must be submitted to the CPSNL **three days before** the requested start date. Additionally, a license to practice must be obtained - this requires a letter of approval from your program director sent directly to the CPSNL.
- CMPA: Coverage must be switched to code 14 for moonlighting activity.

Postgraduate Medical Education Learner Resource

Final year locums will only be approved if the postgraduate learner is providing care as the Most Responsible Physician (MRP) and in a discipline within their training program. All other requests will fall under Moonlighting “ON-CALL DUTIES”. For example, a PGY 7 General Internal Medicine learner requesting to do an ICU shift will complete the “on-call duties” form; as ICU is a sub-specialty, they are unable to complete a final year locum (it’s not their area of expertise).

Please confirm approval has been received by all parties prior to the commencement of your locum/off-service call. Failure to do so may result in insufficient liability coverage, non-payment, and denial for future requests. Note, the CPSNL will not backdate licensure for locums and off-service calls.

Residency Program Committee (RPC)

Each residency program is governed by an RPC, comprised of both faculty and learners, and by the residency program director. Ultimate responsibility for the residency program rests with the chair of the department/discipline, who delegates responsibilities to the residency program director.

The program director, working with the RPC, manages the program. The main functions of the RPC include:

- Design and implementation of the residency program.
- Regular review of all aspects of the residency program, with any changes being approved by the committee.
- The evaluation of the program and learners.
- Managing problems with learner performance and/or grievance procedures.
- Selection of new learners.

NLHS

PGME relies primarily on affiliated teaching hospitals under the NLHS. The primary hospitals participating in the programs meet requirements for affiliation with Memorial University and are committed to educating learners while maintaining excellence in patient care. While at the hospital, you will obtain invaluable clinical experiences. It should be noted that learners are not assigned to a hospital but rather to a service within a hospital.

NLHS (Eastern Region) is the primary provider of clinical teaching in the province. The following provides contact information for all regional health authorities.

Eastern Urban Zone

Dr. Teri Stuckless
NLHS Senior Medical Director
Teri.Stuckless@nlhealthservices.ca

Eastern Rural Zone

Dr. Desmond Whalen
NLHS Senior Medical Director
desmondw@mun.ca

Central Zone

Dr. Jared Butler
Senior Medical Director
jared.butler@mun.ca

Western Zone

Dr. Scott MacKenzie
NLHS Senior Medical Director
scott.mackenzie@westernhealth.nl.ca

Labrador Grenfell Zone

Dr. Lesley Johnston
NLHS Senior Medical Director
e75lmj@mun.ca

Postgraduate Medical Education Learner Resource

Newfoundland and Labrador Health Services Guidelines for Travel Reimbursement

Please adhere to the following NLHS guidelines when submitting your travel expense claim form to the Postgraduate Medical Education office. For travel mileage/airfare associated with attending ONLY core content workshops and/or completing mandatory core rotations, either outside the St. John's and surrounding areas or out-of-province. For out-of-province core rotations, only those not available within the province will be reimbursed.

- NLHS will reimburse a maximum of \$600 each way for travel. Travel claims are to be submitted within 45 days of incurring expenses. Expenses incurred in March should be submitted by April 7 of each fiscal year, to ensure processing in the current fiscal year.
- Travel to and from back-to-back rotations, in the same area, will only be covered for the initial travel to the site and return travel at the end of all rotations.
- If you are required to travel by air, you must use the most economical fare (e.g., Economy). Airline tickets should be booked a minimum of one month in advance. A copy of your airline itinerary and boarding pass is required.
- Baggage fees and seat selection are not reimbursed.
- Travel will be reimbursed for the day of travel to and from the rotation (not travel during the rotation).

Learners must complete travel expense claim forms in detail:

- Forms must include the claimant's signature, rotation dates/location, and NLHS employee number. All receipts must clearly indicate the date and expense (debit slips are not accepted).
- Mileage and rate are to be calculated. Distances can be Googled, and a copy of the printout submitted with your claim. Basic Rate – www.gov.nl.ca/exec/tbs/working-with-us/auto-reimbursement
- Incomplete claims will be returned to the learner.
- Lodging is only permitted for overnight travel, and all receipts must be provided, including cabin rental for overnight travel on a ferry, if applicable.
- Meals, accommodations, course/licensure/certificate of conduct fees, and related travel expenses will not be reimbursed by Newfoundland and Labrador Health Services.
- Elective/Selective rotation expenses will not be reimbursed (as per the PGME Elective/Selective Proposal and Authorization Form).
- For inquiries and claims pertaining to accommodations, Learners can contact dme.housing@mun.ca. Travel to/from orientation is not reimbursed.

Travel into the Province

Original receipts must accompany the claim. The deadline to submit travel expenses to the provincial expense claim is **September 30, 2025**.

Learners **2025-2026** Academic Year:

Learners coming from outside the province shall receive a travel allowance, up to a maximum of six hundred dollars (\$600) for personal expenses only, for one-way travel to the province at the start of their residency training program (expenses incurred upon arrival in the city are not eligible for reimbursement). The following will be considered for reimbursement: airfare or gas, meals, lodging, ferry, and/or shipping.

Postgraduate Medical Education Learner Resource

New Brunswick Core Rotations:

- Learners must submit the travel expense form and applicable receipts, airfare or gas, for travel reimbursement (one-way from NL to NB- maximum \$600), to the local site administrator at the appropriate medical education office within the first week of the rotation, so the site can submit it to the accounts payable department.
- Subject to availability and HHN lease arrangements (e.g., no pet policy), NB will provide accommodations, free of charge, within the medical education sites.
- A Newfoundland and Labrador Health Services travel expense claim is to be submitted, upon returning from NB, for one-way travel to NL.

CMPA Claims for Reimbursement

For reimbursement of CMPA membership, fees for the current calendar year will be reimbursed at the end of that particular calendar year (i.e., fees for January 2025-December 2025 will be reimbursed in January 2026). Learners must submit claims for the current calendar year's full amount. Claims must include a Statement of Account (receipt) clearly showing each monthly payment and a \$0 owing balance. Residents will be reimbursed for half a year, January-June, ONLY if they have finished residency. This claim should be submitted at the beginning of July of that calendar year. The CMPA claim form can be found [here](#) and sent to pgme@mun.ca to be processed and sent to NLHS for payment.

Decommissioning of Pagers and Transition to Modern Communication Tools

Pagers are being decommissioned across Canada, and as a result, pagers, clips, and related components are no longer available for distribution. While a small number of pagers have been returned by previous residents, the current inventory is not sufficient to provide each incoming resident with a device.

Looking ahead, we are pleased to announce that NLHS will implement an integrated instant messaging and scheduling solution through Epic, launching in April 2026. This system will fully replace the need for pagers, streamlining communication and scheduling across our network.

Interim Communication Plan

Until the new Epic system is implemented, residents are expected to use their personal mobile devices for work-related communication. We recognize that some individuals may have concerns about using personal phone numbers for professional purposes.

If preferred, residents may request an NLHS-issued mobile phone. Please note that these requests may require approval from a manager or director. To initiate a request, submit a ticket to Telecommunications via the NLHS Service Desk.

We appreciate your cooperation and understanding as we transition to a more modern and efficient communication platform.

Provincial Physician Recruitment

NLHS recruiters are on the Memorial University campus. For more information or to book an appointment to discover your future in healthcare with Newfoundland and Labrador Health Services, please view www.nlhealthservices.ca and <https://workinhealthnl.ca> or email physician.recruiter@nlhealthservices.ca

Professional Association of Residents of Newfoundland and Labrador (PARNL)

The Professional Association of Learners of Newfoundland and Labrador (PARNL) is the organization that represents all learners at Memorial. To learn more about the learner contract, benefits, election of officers, helpful tips, and other matters important to the learner group, visit the PARNL website at parnl.ca

Postgraduate Medical Education Learner Resource

SECTION II - RISK MANAGEMENT GUIDELINES

Risk Management

Risk management is a complex interdisciplinary task requiring the support and co-operation of all participants of the healthcare delivery team, working collaboratively in the best interest of patients and providers. During orientation sessions and through your training, topics relevant to risk management will be covered in more detail. The following is provided as an overview of the essential ingredients in risk management:

Communication

Effective communication lies at the heart of good patient care. Open communication between a patient and their health care provider is one of the most important skills you can incorporate as part of your professional practice and is found to be a key factor in reducing medico-legal concerns. Patients have a right to as much information about their health care as they desire. Encourage information sharing between you and your patients.

Confidentiality

Confidentiality is an obligation to protect the privacy and information of others. As a health care provider, we have a legal, ethical, and moral duty to ensure that health information is only accessible to individuals who are authorized to view or disclose it. No information contained in hospital records may be shared without proper authorization.

Meditech

NLHS strictly enforces its Privacy and Confidentiality Policy. This policy, in addition to forbidding physicians from accessing information not directly related to the care of their patients, prohibits physicians from looking up their own personal health information or that of a family member. NLHS randomly audits accounts to ensure that all staff adhere to the policy and will issue disciplinary sanctions when breaches of policy occur.

The complete Privacy and Confidentiality Policy is available on the NLHS Intranet. If you have any questions, please feel free to contact the NLHS Access and Privacy Office at (709) 729-6309.

Social Media Guidelines

Social Media can be used for promotion, engagement, interaction, immediate emergency communications, and more. Faculty of Medicine faculty, staff, and learners have unique ethical and professional obligations that must be upheld in both their professional and personal lives.

Learners are expected to conduct themselves in a manner that upholds the professional and ethical standards of the medical profession, Affiliated Associations, and Memorial. The appropriate use of Social Media, whether in a private or public capacity, is part of this obligation.

Learners should review the appropriate [Social Media Guidelines](#).



Postgraduate Medical Education Learner Resource

Dress Code

As physicians, along with other health professionals, your principal focus is your patient. Patients come from a wide range of cultures, diverse economic and educational backgrounds, as well as a variety of age groups. In addition, patients and their families come to us under a great deal of stress and vulnerability. It benefits us all to present ourselves as professionals who are sensitive and responsive to our patients' expectations regarding appropriate identification and apparel while on active duty. In general, clothing must be clean, properly fitting, comfortable, and non-restrictive.

Travel Safety Guidelines

At times throughout your postgraduate training program, you will be required to travel to complete clinical placements and academic commitments. Postgraduate learners are to choose the most appropriate method of transportation, considering distance to destination, time of day, season, weather conditions, and academic/clinical responsibilities. Common sense and practical considerations for reducing risk should take precedence. For a complete explanation of the travel safety guidelines, please thoroughly review the [Travel Safety Guidelines](#).

Consent

Informed consent is necessary (except in emergencies) before performing any procedures or treatment other than simple or common procedures in which the risk is low and commonly understood. To give valid consent, a patient must freely consent to the treatment or procedure, having been given enough information explained in lay terms to make a knowledgeable decision whether to undergo the treatment or procedure. It is the treating physician's duty and responsibility to obtain the consent personally; it may not be delegated to non-physicians.

Documentation

The patient's medical record is the key to communication and almost always becomes the primary source of evidence when a medico-legal matter arises. Your adherence to the documentation requirements of the affiliated hospital is essential.

Infection Control

The need for ongoing education in patient safety, strict infection control, and prevention has never been more apparent than it is now. In keeping with accreditation standards, a review of proper infection and control infrastructure is an integral part of the orientation received by all health care workers. Orientation programming provided by Newfoundland and Labrador Health Services will review the necessary information and standards in place to minimize the risk of infection and transmission.

Note: *Infection control starts with you being protected. Please ensure your immunizations are up-to-date in accordance with the occupational health and safety policies of the affiliated hospitals.*

Bloodborne Pathogens

[The College of Physicians and Surgeons \(CPSNL\)](#) and the Faculty of Medicine adopted a [Bloodborne Pathogens Policy](#). You are advised to read them to ensure you have an understanding of both policies.

Postgraduate Medical Education Learner Resource

Legal Issues

There is no certain way to avoid medical malpractice lawsuits; even the most responsible physician can be sued. However, there are ways of reducing the risk of litigation, and these same ways, if not wholly successful in avoiding the legal unpleasantness, make a successful defense more likely.

1. Establish a good rapport with the patient.
2. Maintain appropriate documentation on the hospital charts. The quality and legibility of your records reflect the quality of your practice. Hospital records (i.e., orders or clinical notes) should not only detail the date and year but also the time to the minute where you make an entry.
3. Teamwork is strongly encouraged and prioritized.
4. Read the nurses' notes every day and communicate with them on the daily progress of the patients.
5. If you are unsure or worried about the patient after your assessment, inform and discuss with the senior learner or the attending physician as soon as possible. If the attending physician cannot be located, inform and discuss the patient in question with the on-call physician.
6. If you are called to evaluate several sick patients simultaneously, try to prioritize them according to urgency. If you feel that immediate assessment is of importance to all patients, enlist help from the senior learner, and/or the attending physician.

Malpractice Insurance

Professional malpractice refers to an event where a patient is injured because of medical negligence. Specifically, malpractice is present when:

- There is an act or failure to act that is below the standard of care
- This act, or failure to act, results in personal injury to the patient.

All learners must purchase insurance through the Canadian Medical Protective Association (CMPA) for more information about CMPA, visit their [website](http://www.cmpa.ca) or call +1 (800) 267-6522. Learners completing electives outside of Canada are responsible for ensuring they have appropriate licensure and malpractice coverage. This insurance does not include Department of Defense learners.

Prescription Writing

Effective July 1, all new learners automatically have a prescription writing license, but they cannot prescribe until the following three provisions are met:

- Proof of successful completion of the Writing Prescriptions in NL course on MDCME.CA
- Proof of successful completion of the Introduction to Safe Prescribing course on MDCME.CA
- Promotion to the foundations stage of training (or the equivalent).



Postgraduate Medical Education Learner Resource

SECTION III – RESOURCES

Office of Learner Well-Being and Success

The Office of Learner Well-Being and Success reflects its purpose: to work together with learners to facilitate a focus on well-being and success. The Office of Learner Well-Being and Success provides services to postgraduate Medical learners and supports them through the full spectrum of their medical education.

They will remain the resource that you have always expected, offering all of these services, assistance, and guidance you have come to rely upon. In addition, their office is committed to building a sense of community and facilitating opportunities for learners to reach their full academic and personal potential while exploring the intersection of individual growth and social responsibility. They aim to nurture a safe and inclusive culture during your Memorial experience and to foster learners' development as outstanding physicians and leaders.

Their [website](#) will be undergoing regular changes and updates of information and content to reflect these changes, so be sure to check back often.

The wellness office focuses on improving the quality of life and welfare of learners, providing counseling to learners in distress, and developing individualized coping mechanisms.

Please contact:

Well-being related
(709) 864-6067
lws wellbeing@mun.ca

Mistreatment or Anonymous Reporting
(709) 864-6301
lws coordinator@mun.ca

Learning/Medical Accommodations

Blundon Centre

To request an academic accommodation for training, a learner must self-identify at the Blundon Centre. A learner may initially discuss accommodations with their program director or the Learner Wellness Consultant at the Learner Well-Being and Success office, but it is the learner's responsibility to contact the Blundon Centre at the start of each academic year, or, for new learners, at least six weeks before their start date.

The [Accessibility for Students with Disabilities Policy](#) and all related procedures are followed when a learning accommodation request is made to the Blundon Centre.

Newfoundland and Labrador Health Services (NLHS)

Should an accommodation request impact clinical responsibilities, learners must contact the NLHS Occupational Health Department and have their medical provider complete the initial [Request for Accommodation](#).

Please be advised, forms can ONLY be sent by your medical provider via fax at (709) 777-1610. Any questions related to the NLHS disability management process should be emailed to [Dana Curnew](#).

Postgraduate Medical Education Learner Resource

CMA-NLMA Joint Wellness Support Line

The NLMA is proud to participate with the Canadian Medical Association (CMA) in providing a Wellness Support Line, which has been specifically tailored for physicians, learners, and their immediate families, to help them manage the stressors they're facing.

The support line provides short-term, solution-focused mental health support and counselling, 24 hours a day, 7 days a week. You do not need to be a CMA member to access the Wellness Support Line.

The service is offered through Morneau Shepell, and all calls are handled by a dedicated team of fully certified counsellors with a minimum of Master's level training, specifically trained to address the unique needs and challenges faced by medical learners and physicians. The team is capable of providing immediate crisis counselling, conducting risk assessments, and matching callers to appropriate services.

The Wellness Support Line replaces the NLMA's In Confidence Employee and Family Assistance Program. To learn more, please visit: www.cma.ca/supportline/newfoundland-and-labrador

Health Services

Student Wellness and Counselling Centre

Learners in the Faculty of Medicine are encouraged to have a family physician. Learners who do not have a family physician in the St. John's area may choose to avail themselves of the Student Health Services on campus. As a student of Memorial, the Student Health Centre is available to you and your family. Further information can be found on the [Student Wellness and Counselling Centre](#).

Find a Doctor NL

If you do not have a primary care provider, please register with [Patient Connect NL](#) - the provincial registry for residents of Newfoundland and Labrador who have been identified as being without a primary care provider (family doctor or nurse practitioner). The goal of Patient Connect NL is to connect individuals to a primary care provider as soon as one becomes available. Individuals may register for Patient Connect NL online or by telephone at +1 (833) 913-4679.

Mistreatment

To report instances of intimidation, bullying, harassment, or sexual harassment, please use the appropriate procedure as outlined on the Faculty of Medicine [website](#).

Support Services at Distributed Sites

Learner support coordinators/physicians and other professionals have been identified throughout various regions in Newfoundland and Labrador and New Brunswick to provide assistance and support. You are encouraged to reach out to individuals located in the area where you are practicing. You may also contact PGME for assistance. Current contacts for each region can be found [here](#).

Distributed Medical Education Housing Accommodations

When learners are completing core rotations outside St. John's or their home base (for Family Medicine), housing accommodations are provided by Memorial University. The regional staff at the Distributed Medical Education (DME) will place learners in shared accommodations. For any learner who requires alternate accommodations, they are encouraged to reach out to the Accommodations Coordinator (dme.housing@mun.ca or 709.864.6367) at least 8 weeks before they start their rotation to discuss their accommodation options. For more information about accommodations, please visit the DME [website](#).

Postgraduate Medical Education Learner Resource

