

POSTGRADUATE MEDICAL EDUCATION LEARNER RESOURCE HANDBOOK 2024 - 2025

**MEMORIAL
UNIVERSITY**

Faculty of Medicine

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Welcome

Welcome to Postgraduate Medical Education (PGME) at Memorial University of Newfoundland. We hope you will find your time in postgraduate training at Memorial to be both fulfilling and enjoyable, from the city hospital 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, do not hesitate to contact the PGME office where the staff will be happy to assist you. We look forward to meeting you individually and wish you the best in your training program.



SECTION I - INSTITUTION

As postgraduate learners, you are full-time students of Memorial and are welcome to use all student facilities provided by the university. To gain access to these facilities, you must use your campus card. This is a multipurpose card which acts as a student ID, as well as a library, printing and access card.

To obtain a campus card please follow the process at the link below:

<https://www.mun.ca/ancillary/campuscard/GetYourCampusCard.php>

Responsibilities of Postgraduate Learners

While training at affiliated teaching hospitals, learners are expected to:

1. Provide empathetic, appropriate and responsible patient care.
2. Be readily available when on call.
3. Be receptive for 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.



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, there is a clothing department where you can purchase lab coats.

The bookstore's [website](#) offers a medical 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 Travel Cuts travel agency. This card provides discounts on airfare tickets and admission fees to museums and galleries. As the travel agency requests proof of your full-time studies to receive the ISIC card, you are welcome to drop by the postgraduate office to ask for a letter certifying your student status.

Legal Aid

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 officer by calling the MUNSU office at 709 864 7633.

Library Services

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 Newfoundland and Labrador Health Services (HSC site), and is a resource centre for all health practitioners in the province. Library privileges extend to all branches of the Memorial University Libraries. The library website is <https://www.library.mun.ca/hsl/>.

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 [set up 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 from another library. Signing in will also provide access to your library account information and let you renew your books online. Not sure what your MUN ID is? Hint: it's usually what you use to sign into D2L (Brightspace) or to log in to your MUN email account. If you're not sure, go to the [MUN login page](#) and click on "Can't login" at the bottom right of the screen. You can then get help with remembering your password or 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.

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 is 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 provide assistance with and 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 literature search](#), or ask for assistance by contacting the Information and Research Help desk at hslinfo@mun.ca or 709 864 3378.

Systematic Reviews 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 [Data 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 [Instruction](#) section of the website.

Printing and Photocopying: You can print or 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 can check out a Faculty of Medicine copy/print card at the Lending Services desk. The cards are for work and research use only, and may not be removed from the library. You must have a photo ID with you to sign out a copy/print card.

Contact Information:

Lending Services: 709 864 6070

Information and Research Help: 709 864 6070

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 library.mun.ca.

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 at mun.ca/writingcentre.

The Works

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

There are exemptions for streams outside of the eastern region, in order for a learner to be exempted from this fee, a letter from the Family Medicine/program is required.

POSTGRADUATE MEDICAL EDUCATION

PGME Office

The PGME office oversees the administration of all residency training programs at Memorial University, as well as co-ordinates and processes the admission and registration of all Learners. The PGME office also endeavors to develop and deliver cross discipline programming (PGY 1 & 2 Academic Half Days) to complement and enhance training across all programs and levels. The PGY 1 Academic Half Day curriculum includes, but is not limited to, topics such as teaching and learning, Competency-Based Medical Education (CBME), research, and conflict resolution, etc.

To manage your affairs relative to PGME, it is important you are familiar with the necessary paperwork to be completed as you progress through your residency. PGME policies and guidelines are available on the [Policies and Procedures](#) and [Guidelines](#) section of 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.

Suite M2M401, Medical Education Centre
Faculty of Medicine, Memorial University
300 Prince Philip Drive, St. John's, NL A1B 3V6
Phone: 709 864 6331
E-mail: pgme@mun.ca
Website: <https://www.mun.ca/medicine/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 performance of specialty-determined entrustable professional activities (EPAs). The Learner receives coaching tips and feedback from the observer during a conversation that occurs at the moment the activity occurs. MUNCAT is a comprehensive App and Dashboard system used to record, track and display a Learner's entrustable professional activities as they progress over time. The tracked learning activities are required by the Royal College of Surgeons and Physicians of Canada.

The app captures the specialty-determined entrustable professional activities 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. The App features:

- Use of Memorial University single sign-on (use the my.mun.ca account)
- Works iOS, iPad OS and most versions of Android
- Secure and encrypted data
- An observer tracking PIN makes submissions quick and easy
- Discipline specific EPAs
- Works offline

[TEACHING EFFECTIVENESS PROGRAM](#)

The Teaching Effectiveness Program (TEP) for Learners is an interactive, multi-year program designed to enhance the teaching administered by Learners in all programs at Memorial University. It involves Learners at the PGY1 and PGY2 levels and is delivered through a combination of interactive workshop sessions and online modules.

PGY1

Early in the PGY1 year, all Learners participate in the mandatory academic half-day Introduction to Teaching and Learning as a Learner. Those who are outside the St. John's and surrounding areas during the academic half-day must participate virtually.

PGY2

During the PGY2 year, Learners must participate in a mandatory workshop-based program to enhance teaching skills. With the co-operation and approval of the Office of Professional and Educational Development (OPED), residency programs have the option to conduct their own teaching enhancement workshop program in PGY2.

In accordance with the Learner Teaching Policy, Learners will not be promoted to the next postgraduate year until completion of all components. All Postgraduate Training learners should review the [Teaching Effectiveness Program Policy](#). If you have any questions, please contact the PGME office or your Program Director.

MOONLIGHTING (Locums/ Off-Service Call)

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 adherence to PGME's [Moonlighting Policy](#) is compulsory.

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

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

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 a ICU shift will complete the "on-call duties" form; as ICU is a sub-specialty they are unable to complete a final year locum as 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 a RPC, comprised of both faculty and Learners, and chaired 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:

1. Design and implementation of the residency program.
2. Regular review of all aspects of the residency program with any changes being approved by the committee.
3. The evaluation of the program and Learners.
4. Managing problems with Learner performance and/or grievance procedures.
5. Selection of new Learners.

AFFILIATED HEALTH AUTHORITY

PGME relies primarily on affiliated teaching hospitals under Newfoundland and Labrador Health Services. 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.

The Newfoundland and Labrador Health Services is the primary provider of clinical teaching (except for Family Medicine) in the province. The following provides contact information for all regional zones:

Eastern Urban Zone

Dr. Greg Browne
Senior Medical Director, Eastern Urban Zone
NL Health Services
Office: 709- 777-1363
gregory.browne@easternhealth.ca

Western Zone

Dr. Scott MacKenzie
Senior Medical Director, Western Zone
NL Health Services
Office: 709-634-1005
scott.mackenzie@westernhealth.nl.ca

Eastern Rural Zone

Dr. Greg Manning
Senior Medical Director, Eastern Rural Zone
NL Health Services
Office: 709-714-0278
gregory.manning@easternhealth.ca

Labrador Grenfell Zone

Dr. Greg Manning
Senior Medical Director, Eastern Rural Zone
NL Health Services
Office: 709-714-0278
gregory.manning@easternhealth.ca

Central Zone

Dr. Desmond Whalen
Senior Medical Director, Central Zone
NL Health Services
Office: 709 427 9548
desmond.whalen@centralhealth.nl.ca

Newfoundland and Labrador Health Services Guidelines for Travel Reimbursement

Please adhere to the following Newfoundland and Labrador Health Services guidelines when submitting your travel expense claim form to the Postgraduate Medical Education office for travel expenses (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.

- Newfoundland and Labrador Health Services 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. Tango/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 – <https://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 PROVINCE – Original receipts must accompany claim.

Deadline to submit *travel into province* expense claim is **September 30, 2024**

NEW Learners 2024-2025 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 and ferry; and/or shipping.

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.

The following are the site administrators for each medical education office in New Brunswick:

Saint John: Kathy Cline	kathy.cline@horizonnb.ca
Fredericton: Manpreet Kaur	manpreet.kaur2@HorizonNB.ca
Moncton: Kelly Bastarache	kelly.bastarache@HorizonNB.ca
Miramichi: Tara Black	tara.black@HorizonNB.ca

Upper River Valley: Darcy Hanson

darcy.hanson@HorizonNB.ca

CMPA Claims for Reimbursement

For reimbursement of CMPA membership fees, fees for the current calendar year will be reimbursed at the end of that particular calendar year (i.e. fees for January 2024–December 2024 will be reimbursed in January 2025). 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 balance. Learners will be reimbursed for half a year January-June ONLY if they are 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

PAGERS

Newfoundland and Labrador Health Services provides all learners a pager for the duration of their residency training. Upon receipt, Learners accept full responsibility for damaged or lost pagers and can be charged the replacement cost of a new pager in the amount of \$135.00 (cost subject to change). Upon completion of residency training, pagers (in good condition) must be returned to the Pager office at Health Sciences Centre. Newfoundland and Labrador Health Services reserves the right to charge individuals the full cost of a replacement pager if it is not returned or damaged.

For pager service, please contact the service.desk@easternhealth.ca or call 709 777 1950.

PROVINCIAL PHYSICIAN RECRUITMENT

NLHS recruiters are on Memorial University campus. Book an appointment to discover your future in healthcare with Newfoundland and Labrador Health Services.

For more information, please view www.nlhealthservices.ca and <https://workinhealthnl.ca/> or contact physician.recruiter@nlhealthservices.ca.

PROFESSIONAL ASSOCIATION OF LEARNERS 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.

SECTION II – RISK MANAGEMENT GUIDELINES

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 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 you have a legal, moral and ethical obligation to ensure that health information is only accessible to individuals authorized to have access. As a health professional, you are trusted with your patients'/clients' health information. In this province, there is very specific legislation that does not allow a person access to, or the right to, disclose to a person any information contained in the records of the hospital authority unless authorized.

MEDITECH

Newfoundland and Labrador Health Services strictly enforces their 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. Newfoundland and Labrador Health Services 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 NLHS Intranet. If you have any questions, please feel free to contact Newfoundland and Labrador Health Services 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. FoM faculty, staff and Learners have unique ethical and professional obligations that must be upheld in both their professional and personal life.

Therefore, they 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](#).

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 often under a great deal of stress and vulnerability. It benefits us all to present ourselves as professionals who are sensitive and responsive to our patient's expectations regarding appropriate identification and apparel while on active duty. In general, clothing must be clean, proper 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 the travel safety guidelines, please thoroughly review the [Travel Safety Guidelines](#).

CONSENT

Informed consent is necessary (except in emergency situations) 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 occupational health and safety policies of the affiliated hospitals.

BLOOD BORNE PATHOGENS

The CPSNL implemented a policy regarding *blood borne pathogens (BBPs)*: College of Physicians and Surgeons of Newfoundland and Labrador [Blood Borne Pathogens Policy](#). The FoM adopted its own policy: [Blood Borne Pathogens Policy](#). You are advised to read and ensure you understand both policies.

LEGAL ISSUES

There is no certain way to avoid medical malpractice lawsuits; 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, will make successful defense more likely.

1. Establish a good rapport with the patient.
2. Maintain good records on the hospital charts. The quality and legibility of your records reflect the quality of your practice. Hospital records, be they orders or clinical notes, should not only detail the date and year but also, the time – to the minute – whenever you make an entry.
3. Team work is stressed.
4. Read the nurses' notes every day and communicate with them on the daily progress of the patients.
5. If you are unsure or worry 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 - there is an efficient back-up system available.
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 1) there is an act or failure to act which is below the standard of care, and 2) this act, or failure to act, results in a personal injury to the patient.

It is mandatory that all Learners purchase insurance through the Canadian Medical Protective Association (CMPA). For more information about CMPA, visit their [website](#) or call 1 800 267 6522.

Learners completing electives outside of Canada are responsible for ensuring they have appropriate licensure and malpractice coverage.

PRESCRIPTION WRITING

Effective July 1, **all new learners automatically have a prescription writing license** but they cannot prescribe until the following three (3) provisions are met:

1. Proof of successful completion of the Writing Prescriptions in NL course on [MDCME.CA](#)
2. Promotion to the *foundations stage of training (or the equivalent)*
3. Proof of successful completion of Introduction to Safe Prescribing course on [MDCME.CA](#)

SECTION III – RESOURCES

OFFICE OF LEARNER WELL-BEING AND SUCCESS

The Office of Learner Well-Being and Success, reflects their purpose: to work together with their learners to facilitate a focus on well-being and success. Additionally, the Office of Learner Well-Being and Success provides services to postgraduate medical learners. They are excited to expand their role and support to learners through the full spectrum of their medical education.

They will remain the resource that you have always expected - offering all of the 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. Their aim is to nurture a safe and inclusive culture during your Memorial experience, and to foster learners' development as outstanding physicians and leaders.

The office has developed resources to optimize the ways in which they serve learners. Their goal of providing thorough, essential and valuable resources and support to our medical learners remains their top priority.

Their website will be undergoing regular changes and updates of information and content to reflect these changes, so be sure to check back often at <https://www.mun.ca/medicine/administrative-departments/learner-well-being-and-success/>

If you have any questions or comments, email lswellbeing@mun.ca

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

Please contact:

For well-being related:

Learner Well-Being Consultant
Janet Bartlett
(709) 864-6067
lswellbeing@mun.ca

For Mistreatment or Anonymous Reporting:

Coordinator, Office of Learner Well-Being and Success
Jill Purcell
(709) 864-6301
lwscordinator@mun.ca

LEARNING/MEDICAL ACCOMMODATIONS

Blundon Centre

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 also contact 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.

EPHYSICIAN HEALTH

ePhysicianHealth.com is a free online resource in the form of an interactive website designed to help physicians maintain and enhance physical and mental wellness.

Developed by Canada's leading physician health and e-learning experts, including Dr. Derek Puddester (MUN Class of 1995), the site is divided into 13 modules, focusing on specific health issues.

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 Masters 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 service(s).

The Wellness Support Line replaces the NLMA's *in Confidence Employee and Family Assistance Program* (also offered through Morneau Shepell). To learn more, please visit <https://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 of the Student Health Services on campus. As a student of Memorial, the Student Health Centre is available to you and your family.

- Appointments for physicians are scheduled from Monday to Friday, 9:00 a.m. – 4:00 p.m.
- Appointments for nurses are available on Monday, Wednesday and Friday, from 8:00 – 11:30 a.m. and 2:00 – 2:45 p.m. and on Tuesday and Thursday from 8:00 – 11:30 a.m.
- To book an appointment with a Physician or Nurse, you can either call the SWCC at (709) 864-8500, email swccfrontdesk@mun.ca, visit UC-5000 (5th floor, University Centre) or login to [HealthMyself - Patient Portal](#). To book an appointment with a Counsellor, please fill out the online form [here](#).
- Walk-in clinics are also available on Monday, Wednesday and Friday starting at 1:00 p.m. Student Health asks that you restrict same-day walk-in appointments to the immediate problem at hand, and book a later appointment for other issues. For further information, please visit their website <https://www.mun.ca/studentwellness/>. There are a limited number of same day appointments available for these purposes. If you wish to schedule an appointment for an acute problem such as these it is best to call early in the day, as these appointments go quickly.

Student Wellness and Counselling Centre
5th Floor University Centre, UC-5000
Memorial University of Newfoundland
St. John's, NL A1C 5S7
Tel: (709) 864-8500

Email (Physician or Nurse): swccfrontdesk@mun.ca

Email (Wellness): swccwellness@mun.ca

Email (Counselling): swccfrontdesk@mun.ca for any inquiries.

To book an appointment with a counsellor [click](#) here to fill out the online form.

Hours:

Monday - Friday 8:30 a.m. - 4:30 p.m.

(Summer Hours: 8:30 a.m. - 4:00 p.m.)

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 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 <https://www.mun.ca/medicine/current-learners/professionalism-and-mistreatment/mistreatment/resources-for-postgraduate-learners/>

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, individuals located in the area you are practicing in. You may also contact PGME for assistance.

Labrador-Grenfell:

Shelley Smith
Academic Program Administrator – Labrador
709.693.5178
Dme.labradorgrenfell@mun.ca

Tiffany Dormondy
Academic Program Administrator – Norfam
709.891.2033
Tiffany.dormondy@lghealth.ca

Central Region:

Gail Diamond
Academic Program Administrator – West
709.682.1839
dme.centraleast@mun.ca

Sherri Chippett
Academic Program Administrator – East
709.541.6092
dme.centralwest@mun.ca

Dr. Michael Curran
Regional Physician Lead
Dme.labradorgrenfell@mun.ca

Dr. Abby Robbins
Regional Physician Lead
acro32@mun.ca

Western Region:

Eastern Region:

Lavinia Chin
Academic Program Administrator – Corner Brook, Pasedena
709.632.2035
dme.humber@mun.ca

Ms. Jacqueline Fewer
Academic Program Administrator – Eastern
709.466.7650
dme.northeast@mun.ca

Ms. Renee Coughlin
Academic Program Administrator - Bonne Bay, Deer Lake,
Port aux Basques, Stephenville
709.640.6518
dme.southwest@mun.ca

Ms. Cassandra Ingram
Academic Program Administrator – Eastern
709.427.7309
dme.discovery@mun.ca

Ms. Holly Munden
Secretary - Port aux Basques
709.632.6417
holly.munden@med.mun.ca

Dr. Sarah Small
Regional Physician Lead
erin.smallwood@med.mun.ca

Dr. Erin Smallwood
Regional Physician Lead
erin.smallwood@med.mun.ca

For students studying/practicing in New Brunswick, below you will find a list of student affairs support persons located New Brunswick.

Saint John: Dr. Stephanie Carpentier stephanie.ml.carpentier@gmail.com

Moncton: Dr. Lucy Shen Dr.Lucy.Shen@HorizonNB.ca

Fredericton: Dr. Jill Goodyear Dr.Jill.Goodyear@HorizonNB.ca

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 touch base with Brian Halley, Accommodations Coordinator (dme.housing@mun.ca or 709.864.6367) at least **8 weeks** before they start their rotation to discuss their accommodations options. For more information about accommodations, please visit:

<https://www.mun.ca/medicine/administrative-departments/distributed-medical-education/accommodations/>

