



PROFESSIONALISM STANDARD – FACULTY OF DENTAL MEDICINE AND ORAL HEALTH SCIENCES MCGILL UNIVERSITY

ATTITUDES AND BEHAVIOURS

The Student consistently demonstrates the following attitudes and behaviors (examples follow, but are not all inclusive):

1. Shows a dedicated desire to learn: for example, by:
 - thorough preparation for all class, laboratory, and clinic sessions
 - completing all course requirements & clinical obligations on time
 - a willingness to ask for and receive academic performance feedback
 - seeking out clarification, tutoring, or other assistance when necessary
 - staying informed by regularly checking email, mailboxes
 - keeping planned absence requests to a minimum
 - maintaining an open-mind with regard to exposure to new ideas
 - a willingness to give constructive feedback to peers
 - maintaining a commitment to life-long learning to maintain the knowledge and clinical skills necessary to provide quality patient care

2. Shows respect toward others as demonstrated by:
 - cordial and respectful interactions with individuals inside and outside the Faculty
 - respecting diversity, including but not limited to, race, gender, religion and cultural background, sexual orientation, age, disability or socioeconomic status
 - following faculty or staff directives in classes or patient care settings
 - appropriate behavior in class, lab, or clinic such that there is no interference with others' ability to learn or the faculty's ability to teach
 - appropriate dress, consistent with that of a professional, in all school settings
 - responsible notification when ill and prior approval for planned absences

3. Consistently places the patient's needs first as demonstrated by:
 - providing timely assessment and treatment of the oral health care needs of all patients on a student's assigned list in a manner consistent with the patient's treatment needs and desires, without preference to some over others, and without neglecting needs of those who do not meet the student's current course requirements
 - Providing effective, timely patient care appropriate to course expectations. This includes obtaining appropriate consultations, performing a comprehensive medical history, being alert to medication allergies and changes in systemic health status, working with a treatment plan, entering patient data and treatment notes into the electronic record in a timely way, and following the established clinic protocol in providing care
 - maintaining the confidentiality of all patient health information
 - not creating phantom patients or otherwise manipulating efficient patient scheduling or chair availability



- recognizing one's limitations and seeking help when one's level of training is insufficient to provide appropriate patient care
 - returning all messages and telephone calls from patients promptly
4. Consistently displays honesty and integrity as demonstrated by
- presenting only one's own work as one's own
 - refusing to participate with those who invite you to behave unethically
 - reporting inappropriate, dishonest, or unethical behavior to course or clinic directors
 - complying with University policies and student code of conduct
5. Displays emotional maturity and adequate physical health to provide oral health treatment to patients in a responsible manner, as demonstrated by:
- obtaining required documentation for any learning difference or physical handicap that requires accommodation on the part of the Faculty
 - notifying the Associate Dean (Academic Affairs) of any special needs for accommodations (physical, cognitive, or emotional), prior to the academic year if possible, and, where needed, notifying course directors, in advance, when accommodations are desired
 - notifying appropriate personnel if ill, emotionally compromised, or otherwise unable to perform clinical or academic duties; it is the expectation that the responsible student will self-assess physical and emotional fitness for patient care
6. Represents oneself in a professional manner outside the university
- Awareness of one's responsibilities as a health care professional at all times in terms of the needs of the community.

Student Expectations of Faculty

The course director and faculty will provide:

- Clear set of ground rules and guidelines delivered at the start of the course, consistently and fairly applied throughout the entire course
- Classes that start on time and stay within the prescribed time limit
- Lecture series, lab exercises, and/or clinic experiences, supported with web-based materials appropriate for the course, and integrated with the appropriate resource materials
- Web-based learning modules that reinforce and complement the course materials whenever possible
- Examinations that reflect the indicated content of the course
- Grades disseminated confidentially as soon as possible after examinations
- Opportunity to ask questions during course times, and the expectations that faculty will respond to student emailed questions in a timely manner
- Opportunity to interact with the instructor through office hours and/or a web-based discussion forum
- An environment with no disturbances by cell phones and/or pagers
- An atmosphere that is conducive to learning



Faculty Expectations of Students

Students are expected to:

- Attend all the lectures, discussions, clinics, laboratory sessions in the course
- Arrive on time and leave when the class, laboratory, or clinic has ended
- Pay attention and be courteous to fellow students and course faculty
- Avoid disturbing the class by entering or exiting at untimely moments, or engaging in casual conversation
- Silence cell phones and pagers
- Read, understand and follow the guidelines laid out in the course outline
- Prepare for class in advance by reading the relevant assigned materials, reviewing course outline or other assigned activities
- Complete any web-based activities in parallel with the classroom or lecture materials in a timely manner
- Stay informed of course updates or faculty requests by regularly checking email
- Complete all examinations, laboratory and clinic exercises, and patient care associated with the course in an honest and professional manner
- Ask for clarification and receive feedback from faculty when unsure or unclear about any element of the course
- Provide constructive feedback about courses through the Mercury evaluation system

Suggested Outcomes Measures for Professionalism

In order to assist the faculty in incorporating measures of professionalism into their courses, the following suggested activities are presented for measuring professionalism. This list is not all-inclusive: course directors may choose other measures not listed below. Course Directors should choose the measures appropriate for their course(s), and post them in all course outlines, on the course website.

1. Didactic courses

Expected behaviors

- Full Attendance
- Punctuality: i.e. arriving on time, for all classes and lectures
- Adequate preparation for class by completing all homework, independent projects, and/or group working assignments

Unacceptable behaviors

- Talking and other behaviors in class that are rude or disruptive to professors and students
- Cheating such as copying the work of others on tests and other assignments

2. Laboratory courses

Expected Behaviors

- Full Attendance
- Punctuality: i.e. arriving on time, to all laboratory courses
- Wearing appropriate personal protective equipment while working on laboratory projects



· Being prepared with course materials and equipment at the beginning of the laboratory session.

· 100% attention during lectures given prior to the laboratory or clinic

Unacceptable behaviors

· Cheating on exams or test cases

· Not doing one's own work

· Performing laboratory work from other courses during specified laboratory time

· Behavior that is disruptive to other students in the laboratory.

3. Clinical courses

Expected behaviors

· Full Attendance

· Punctuality: i.e. arriving on time to all clinic courses, clinic sessions and patient appointments

· Functioning constructively as a member of the dental student team

· Wearing appropriate clinical attire

· Wearing appropriate personal protective equipment

· Consistently observing infection control procedures

· Being familiar with patients' charts

· Reviewing procedures prior to treatment

· Preparing instruments/equipment prior to appointments.

Unacceptable behaviors

· Creating phantom patients to reserve chairs, canceling patients inappropriately, refusing to treat assigned patients, and any patient management behavior that hinders the customer service and academic goals of the clinic

· Cheating on competency examinations

· Inappropriate patient management

· Disrespectful or disruptive behavior towards staff, students or patients in clinic.

Passed at Curriculum Committee:

Chair – Dr. Marie Dagenais

September 21, 2012

Date of Meeting

Passed at Executive Committee:

Chair – Dr. Paul Allison

May 8, 2015

Date of Meeting