**BOSTON UNIVERSITY MEDICAL GROUP**

**PROFESSIONAL AND BEHAVIORAL STANDARDS**

As BUMG members, we agree to demonstrate and promote professionalism at BUSM and BMC with the following standards:

| WE FOCUS ON PATIENTS | 1. Prioritize patient health and safety  
|                       | 2. Promote service excellence for all aspects of the patient experience  
|                       | 3. Create an environment of shared decision making with patients  
|                       | 4. Communicate results to patients in a timely manner  
|                       | 5. Improve value by minimizing delays and inconvenience  

| WE ACCEPT OWNERSHIP AND RESPONSIBILITY | 1. Act and communicate with honesty and integrity  
|                                        | 2. Stay informed about and support organizational decisions and goals  
|                                        | 3. Hold ourselves and others accountable to standards and policies  
|                                        | 4. Take responsibility for the actions of all trainees under our supervision  
|                                        | 5. Use all resources efficiently – eliminate waste  

| WE COLLABORATE ON CARE DELIVERY | 1. Foster a safe, respectful, and supportive work and learning environment  
|                                 | 2. Demonstrate civility and collegiality in all interactions  
|                                 | 3. Document and communicate clinical information in a clear and timely manner  
|                                 | 4. Perform effective transitions of care within BMC and our community  
|                                 | 5. Be accessible to trainees and foster an environment that encourages them to seek input  

| WE STRIVE FOR CONTINUOUS IMPROVEMENT | 1. Practice evidence-based medicine  
|                                      | 2. Identify opportunities for improvement and actively participate in solutions  
|                                      | 3. Foster improvement by reporting success and failure in a transparent manner  
|                                      | 4. Contribute to the improvement of our community and the betterment of public health  
|                                      | 5. Honor and attend to our own health needs and those of our colleagues  

| WE ARE TIMELY AND ACCOUNTABLE | 1. Wash/sanitize our hands before and after each inpatient or office encounter (see policy).  
|                              | 2. Complete all medical record documentation in accordance with the approved standards (see policy).  
|                              | 3. Arrive at least 5 minutes prior to the first ambulatory appointment and at least 20 minutes prior to the scheduled start time in the OR.  
|                              | 4. Provide a minimum 60 day notice for routine away time.  
|                              | 5. Manage our Epic in-baskets efficiently.  
|                              | a. Review all results and notify patients of normal results within 14 days and by the end of the next business day for clinically urgent results.  
|                              | b. Respond to phone calls and MyChart messages by the end of the next business day.  
|                              | c. Complete requests for prescription refills by the end of the next business day.  
|                              | 6. See all inpatients, including new admissions, under our direct care daily and document in the chart the same day.  
|                              | 7. Complete initial inpatient consults and documentation within 24 hours; clinically urgent consults require attending to attending communication (see policy).  
|                              | 8. Ensure that the attending physician, resident, or fellow on service calls the ED within 15 minutes of being paged and is physically present within 45 minutes, if requested (see policy).  
|                              | 9. Answer all pages within 15 minutes.  

| WE COMMUNICATE WITH PATIENTS AND COLLEAGUES | 1. Conduct direct provider to provider communication for inpatients at times of transitions of care or a significant change in clinical status or treatment plan (see policy).  
|                                             | 2. Surgeons/physicians notify the attending of record if an inpatient requires surgery or a procedure.  
|                                             | 3. Responsible attending physicians complete and sign a discharge summary within 24 hours.  
|                                             | 4. Maintain accurate paging status when away to ensure patients and staff may contact a covering provider.  

Approved by: Medical Executive Committee