Psychiatry Clerkship

Department of Psychiatry
MS 314
2020-2021

Clerkship Director: Andrew Clark, MD
Assistant Clerkship Director: Christine Crawford, MD
Clerkship Coordinator: Scott Harris, MPH
Psychiatry Clerkship Syllabus

Table of Contents
Medical Education Program Objectives........................................................................................................ 5
Contact Information.................................................................................................................................................. 8
Clerkship Description ........................................................................................................................................... 9
Site Information ..................................................................................................................................................... 9
  Bedford VA (Edith Nourse Rogers Memorial Veterans Administration Hospital) .............................................. 9
  Berkshire Medical Center ................................................................................................................................ 10
  Boston Medical Center – Consult Liaison Service ............................................................................................... 10
  Boston Medical Center – Psychiatry Emergency Department ........................................................................ 10
  Bournewood Hospital ........................................................................................................................................ 10
  Brockton VA Hospital ....................................................................................................................................... 11
  Fuller Hospital ..................................................................................................................................................... 11
  Kaiser Permanente San Jose ............................................................................................................................ 12
  Roger Williams Medical Center ....................................................................................................................... 12
  St. Elizabeth’s Medical Center .......................................................................................................................... 12
  West Roxbury VA .............................................................................................................................................. 12
Clerkship Schedules ........................................................................................................................................... 13
  Key Dates............................................................................................................................................................. 13
  Block Schedule ................................................................................................................................................ 13
  Didactic Schedule .......................................................................................................................................... 13
  Holidays ............................................................................................................................................................. 13
Assessment and Grading .................................................................................................................................. 13
  Clerkship Grading Policy ................................................................................................................................ 13
  Formative Assessments .................................................................................................................................. 15
  Final Summative Assessments .......................................................................................................................... 16
<table>
<thead>
<tr>
<th>INSTITUTIONAL LEARNING OBJECTIVE</th>
<th>MEDICAL EDUCATION PROGRAM OBJECTIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B</strong> - Behaves in a caring, compassionate and sensitive manner toward patients and colleagues of all cultures and backgrounds. (Interpersonal and Professionalism)</td>
<td>B.1 - Apply principles of social-behavioral sciences to provision of patient care; including assessment of the impact of psychosocial and cultural influences on health, disease, care-seeking, care compliance, and barriers to and attitudes toward care. (2.5)</td>
</tr>
<tr>
<td></td>
<td>B.2 - Demonstrate insight and understanding about emotions that allow one to develop and manage interpersonal interactions. (4.7)</td>
</tr>
<tr>
<td></td>
<td>B.3 - Demonstrate compassion, integrity, and respect for others. (5.1)</td>
</tr>
<tr>
<td></td>
<td>B.4 - Demonstrate sensitivity and responsiveness to a diverse patient population, including but not limited to diversity in gender, age, culture, race, religion, disabilities, and sexual orientation. (5.5)</td>
</tr>
<tr>
<td><strong>U</strong> - Uses the science of normal and abnormal states of health to prevent disease, to recognize and diagnose illness and to provide and appropriate level of care. (Medical Knowledge and Patient Care)</td>
<td>U.1 - Perform all medical, diagnostic, and surgical procedures considered essential for the area of practice. (1.1)</td>
</tr>
<tr>
<td></td>
<td>U.2 - Gather essential and accurate information about patients and their conditions through history-taking, physical examination, and the use of laboratory data, imaging and other tests. (1.2p)</td>
</tr>
<tr>
<td></td>
<td>U.3 - Interpret laboratory data, imaging studies, and other tests required for the area of practice. (1.4)</td>
</tr>
<tr>
<td></td>
<td>U.4 - Make informed decisions about diagnostic and therapeutic interventions based on patient information and preferences, up-to-date scientific evidence and clinical judgement. (1.5)</td>
</tr>
<tr>
<td></td>
<td>U.5 - Develop and carry out patient management plans. (1.6)</td>
</tr>
<tr>
<td></td>
<td>U.6 - Provide health care services to patients, families, and communities aimed at preventing health problems or maintaining health. (1.9)</td>
</tr>
<tr>
<td></td>
<td>U.7 - Demonstrate an investigatory and analytic approach to clinical situations. (2.1)</td>
</tr>
<tr>
<td></td>
<td>U.8 - Apply established and emerging bio-physical scientific principles fundamental to health care for patients and populations. (2.2)</td>
</tr>
<tr>
<td></td>
<td>U.9 - Apply established and emerging principles of clinical sciences to health care for patients and populations. (2.3)</td>
</tr>
<tr>
<td></td>
<td>U.10 Recognizes that ambiguity is a part of clinical health care and respond by utilizing appropriate resources in dealing with uncertainty. (8.8)</td>
</tr>
<tr>
<td><strong>C</strong> - Communicates with colleagues and patients to ensure effective interdisciplinary medical care (Interpersonal and Communication Skills; Patient Care)</td>
<td>C.1 - Gather essential and accurate information about patients and their conditions through history-taking, physical examination, and the use of laboratory data, imaging and other tests. (1.2h)</td>
</tr>
<tr>
<td></td>
<td>C.2 - Counsel and educate patients and their families to empower them to participate in their care and enable shared decision making. (1.7)</td>
</tr>
<tr>
<td></td>
<td>C.3 - Participate in the education of patients, families, students, trainees, peers and other health professionals. (3.8)</td>
</tr>
<tr>
<td></td>
<td>C.4 - Communicate effectively with patients, families, and the public, as appropriate, across a broad range of socioeconomic and cultural backgrounds. (4.1)</td>
</tr>
<tr>
<td></td>
<td>C.5 - Communicate effectively with colleagues within one's profession or specialty, other health professionals, and health related agencies (4.2, see also 7.3)</td>
</tr>
<tr>
<td></td>
<td>C.6 - Maintain comprehensive, timely, and legible medical records. (4.5)</td>
</tr>
<tr>
<td></td>
<td>C.7 - Demonstrate sensitivity, honesty, and compassion in difficult conversations, including those about death, end of life, adverse events, bad news, disclosure of errors, and other sensitive topics. (4.6)</td>
</tr>
<tr>
<td></td>
<td>C.8 - Communicate with other health professionals in a responsive and responsible manner that supports the maintenance of health and the treatment of disease in individual patients and populations. (7.3)</td>
</tr>
<tr>
<td>INSTITUTIONAL LEARNING OBJECTIVE</td>
<td>MEDICAL EDUCATION PROGRAM OBJECTIVE</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>A - Acts in accordance with highest ethical standards of medical practice (Professionalism)</td>
<td>A.1 - Demonstrate responsiveness to patient needs that supersedes self-interest. (5.2)</td>
</tr>
<tr>
<td></td>
<td>A.2 - Demonstrate respect for patient privacy and autonomy. (5.3)</td>
</tr>
<tr>
<td></td>
<td>A.3 - Demonstrate accountability to patients, society, and the profession. (5.4)</td>
</tr>
<tr>
<td></td>
<td>A.4 - Demonstrate a commitment to ethical principles pertaining to provision or withholding of care, confidentiality, informed consent, and business practices, including compliance with relevant laws, policies, and regulations. (5.6)</td>
</tr>
<tr>
<td></td>
<td>A.5 - Work with other health professionals to establish and maintain a climate of mutual respect, dignity, diversity, ethical integrity, and trust. (7.1)</td>
</tr>
<tr>
<td></td>
<td>A.6 - Demonstrate trustworthiness that makes colleagues feel secure when one is responsible for the care of patients. (8.5)</td>
</tr>
<tr>
<td>R - Reviews and critically appraises biomedical literature and evidence for the purpose of ongoing improvement of the practice of medicine. (Practice-Based Learning and Improvement and Medical Knowledge)</td>
<td>R.1 - Apply principles of epidemiological sciences to the identification of health problems, risk factors, treatment strategies, resources, and disease prevention/health promotion efforts for patients and populations. (2.4)</td>
</tr>
<tr>
<td></td>
<td>R.2 - Locate, appraise, and assimilate evidence from scientific studies related to patients' health problems. (3.6)</td>
</tr>
<tr>
<td></td>
<td>R.3 - Continually identify, analyze, and implement new knowledge, guidelines, standards, technologies, products, or services that have been demonstrated to improve outcomes. (3.10)</td>
</tr>
<tr>
<td>E - Exhibits commitment and aptitude for life-long learning and continuing improvement (Practice-based Learning)</td>
<td>E.1 - Identify strengths, deficiencies, and limits in one's knowledge and expertise. (3.1)</td>
</tr>
<tr>
<td></td>
<td>E.2 - Set learning and improvement goals. (3.2)</td>
</tr>
<tr>
<td></td>
<td>E.3 - Identify and perform learning activities that address one's gaps in knowledge, skills, and/or attitudes. (3.3)</td>
</tr>
<tr>
<td></td>
<td>E.4 - Incorporate feedback into daily practice. (3.5)</td>
</tr>
<tr>
<td></td>
<td>E.5 - Obtain and utilize information about individual patients, populations of patients, or communities from which patients are drawn to improve care. (3.9)</td>
</tr>
<tr>
<td></td>
<td>E.6 - Develop the ability to use self-awareness of knowledge, skills, and emotional limitations to engage in appropriate help-seeking behaviors. (8.1)</td>
</tr>
<tr>
<td></td>
<td>E.7 - Manage conflict between personal and professional responsibilities. (8.3)</td>
</tr>
<tr>
<td>S - Supports optimal patient care through identifying and using resources of the health care system. (Systems-Based Practice and Patient Care)</td>
<td>S.1 - Provide appropriate referral of patients including ensuring continuity of care throughout transitions between providers or settings, and following up on patient progress and outcomes. (1.8)</td>
</tr>
<tr>
<td></td>
<td>S.2 - Systematically analyze practice using quality-improvement methods and implement changes with the goal of practice improvement. (3.4)</td>
</tr>
<tr>
<td></td>
<td>S.3 - Use information technology to optimize learning. (3.7)</td>
</tr>
<tr>
<td></td>
<td>S.4 - Work effectively with others as a member or leader of a health care team or other professional group. (4.3, see also 7.4)</td>
</tr>
<tr>
<td></td>
<td>S.5 - Work effectively in various health care delivery settings and systems relevant to one's clinical specialty. (6.1)</td>
</tr>
<tr>
<td></td>
<td>S.6 - Coordinate patient care within the health care system relevant to one's clinical specialty. (6.2)</td>
</tr>
<tr>
<td></td>
<td>S.7 - Incorporate considerations of cost awareness and risk-benefit analysis in patient and/or population-based care. (6.3)</td>
</tr>
<tr>
<td></td>
<td>S.8 - Advocate for quality patient care and optimal patient care systems. (6.4)</td>
</tr>
<tr>
<td></td>
<td>S.9 - Use the knowledge of one’s own role and the roles of other health professionals to appropriately assess and address the health care needs of the patients and populations served. (7.2)</td>
</tr>
<tr>
<td></td>
<td>S.10 - Participate in different team roles to establish, develop, and continuously enhance interprofessional teams to provide patient- and population-centered care that is safe, timely, efficient, effective, and equitable. (7.4)</td>
</tr>
</tbody>
</table>
**Third Year Learning Objectives**

During the third-year clerkships, students will

- Demonstrate use of patient-centered interviewing and communication techniques (U.2)
- Take a clinical history that demonstrates both organization and clinical reasoning (U.7)
- Perform accurate and relevant physical exam techniques (U.2)
- Demonstrate an ability to synthesize clinical information and generate a differential diagnosis, assessment and plan (U.3, R2, U.5)
- Demonstrate a compassionate and patient-sensitive approach to history taking and physical examinations (B.3)
- Communicate well organized, accurate and synthesized oral presentations (C.1)
- Counsel and educate patients and families (C.3)
- Demonstrate timely, comprehensive and organized documentation (C.6)
- Demonstrate a fund of knowledge in the clinical discipline and apply this to patient care (U.4)
- Demonstrate an awareness of one’s own learning needs and work to address these gaps (E.1, E.3)
- Show respect and empathy for others (B.3)
- Demonstrate accountability to the responsibilities of the student’s role and expectations of a clinical clerk (S.4)
- Communicate effectively with the interprofessional team (S.9)

**Psychiatry Clerkship Learning Objectives**
*(Linked to Medical Education Program Objectives in parentheses)*

There are six learning objectives for this clerkship, including professionalism. Students can meet the learning objectives on inpatient, emergency room, consultative service, or outpatient venues.

By the end of the Psychiatry Clerkship, the BUSM-III Student will:

1. Demonstrate the Institution’s Professionalism Learning Objectives while on clinical sites including:
   - Maintaining patient confidentiality and privacy (A.2)
   - Completing necessary administrative duties in a timely manner (A.3)
   - Being prepared and punctual on clinical sites (A.6)

2. Assess, diagnose, and develop first line treatments for:
   - Schizophrenia Spectrum and Other Psychotic disorders (U.2, U.4, U.5)
   - Personality Disorders (U.2, U.4, U.5)
   - Suicidal and Homicidal Patients (U.2, U.4, U.5)
   - Somatic Symptom and Related Disorders (U.2, U.4, U.5)
   - Neurocognitive Disorders (U.2, U.4, U.5)
   - Mood Disorders (U.2, U.4, U.5)
   - Anxiety Disorders (U.2, U.4, U.5)
   - Substance Use (U.2, U.4, U.5)
   - Bipolar Disorders (U.2, U.4, U.5)
   - Posttraumatic Stress Disorder (U.2, U.4, U.5)

3. Communicate with other care providers and the patient regarding the first line treatment of the disorders (C.3, C.4, C.5)

4. Conduct an observed Mental Status Examination while on clinical site (U.1, U.2)

5. Conduct an observed substance use assessment while on clinical site (U.1, U.2)

6. Conduct an observed depression assessment while on clinical site (U.1, U.2)
How we assess your performance based on Learning Objectives
Students must demonstrate professional behavior during the clerkship. Students must be able to effectively communicate information to providers and patients. This knowledge and behavior will be verified by both the mid-evaluation assessment and the final assessment by the site attending.

Students are expected to become proficient in assessment and first-line treatment of common psychiatric disorders, and should be able to demonstrate assessment and diagnostic knowledge for the ten clinical diagnoses above. In the event that students do not encounter patients with certain of those diagnoses at their clinical sites, nor are exposed during didactic case presentations, they are advised to remediate these deficiencies by viewing the relevant learning module on the Blackboard Site.

Students are expected to master the advanced clinical competency of administrating and scoring the Mental Status Examination (MSE) to patients. Students need to make sure that they are observed performing and scoring this examination by one of their site Attendings. This advanced clinical competency needs to be achieved by and documented on the mid-evaluation form, which is signed by both the student and the attending. Students will also be required to complete an observed substance use assessment and a depression assessment by the end of the clerkship.

Contact Information

Clerkship Director

Andrew Clark, MD
Director of Student Medical Education
Telephone: (617) 414-2051
Email: abclark@bu.edu
Pager: 1770
Office: DOB, 720 Harrison Ave., Suite 915 Boston MA 02118

Assistant/Associate Clerkship Director

Christine Crawford, MD, MPH
Associate Director of Medical Student Education in Psychiatry
Telephone: (617) 414-1949
Email: crawforc@bu.edu
Pager: 3674
Office: DOB, 720 Harrison Ave., Suite 904 Boston MA 02118
Clerkship Coordinator

Scott Harris, MPH
Telephone: (617) 358-7499
Email: scotth@bu.edu
Office: 72 E. Concord St., A307
Office Hours: 8:30am – 4:30pm

Clerkship Description

Focus of clerkship
The purpose of this clerkship is to provide for BUSM III students the skills of assessment, diagnosis and treatment of patients with psychiatric disorders and associated behavioral health issues. Clinical and didactic experiences will focus on DSM-V diagnoses, psychopharmacology, basics of individual and group psychotherapies, and becoming an active member of a treatment team.

By the end of the Psychiatric Clerkship, the BUSM-III student should be able to:
- Develop a differential of DSM-V diagnoses for patients
- Develop proficiency in conducting Mental Status Examinations
- Develop proficiency in conducting substance use and depression assessments
- Differentiate between the classes of psychiatric medication
- Recognize common psychiatric medications’ side effects
- Employ laboratory and radiological studies appropriately
- Plan psychiatric treatments, including aftercare options
- Identify cultural issues that can affect the provision of mental health care
- Recognize ethical issues when providing mental health care
- Demonstrate proficiency in patient education on topics such as diagnosis, medications, and treatment planning.

Pre-requisite knowledge and skills
Students must have completed their second year curriculum, attended the 3rd year orientation, and have taken the Step-I exam prior to taking this clerkship.

Site Information
Site maps indicating the availability of student resources at our affiliate hospitals can be found under the Clinical Sites section of the Medical Education Office’s Student Resources page at http://www.bumc.bu.edu/busm/education/medical-education/student-resources/#siteinfo.

Bedford VA (Edith Nourse Rogers Memorial Veterans Administration Hospital)
200 Springs Road, Bedford, MA
Site Director: Dongchan Park MD, Dongchan.Park@va.gov
This is a hospital with 2 inpatient psychiatry units and a very large outpatient program. Students are assigned to substance abuse, outpatient services, continued treatment services, and at other times, to the day hospital. The student is under the general supervision of the staff psychiatrist in charge of the unit of assignment but also receives supervision and much teaching from other staff psychiatrists. There is a well-structured series of didactic seminars. Additional opportunities exist on the consultation and liaison service and acute admissions. For students at the Bedford IDTP program, we would recommend that they seek out other opportunities at the hospital. It is a large campus with many psychiatric patients. Reach out to Dr. Frankenburg to see more patients. She is very friendly, and allows students to call her if they have free time.

**Berkshire Medical Center**

725 North Street, Warriner 1, Pittsfield, MA 01201  
Site Director: Liza Donlon MD, edonlon@bhs1.org  
Site Administrator: Nora Hamilton, (413) 395-7513, NHamilton@bhs1.org

Berkshire Medical Center is a 298-bed community hospital in Pittsfield, MA. The psychiatry clerkship consists of three weeks on one of the two inpatient units, and three weeks on the consult-liaison service. In addition, students will have the opportunity to observe ECT (electro-convulsive therapy), spend two evenings working in the Emergency Department, and spend a half a day in the outpatient clinic. Students will participate in the many didactic sessions which take place on site, along with clerkship students from other medical schools and psychiatry residents. Boston University clerkship students will also be expected to participate in BU didactics on Thursdays through a remote link, when practicable, although the students are also welcome if they chose to attend Thursday didactics in person. Berkshire students will reside at the BU Tanglewood Mansion, and have special access to summertime arts activities.

**Boston Medical Center – Consult Liaison Service**

Doctors Office Building, 720 Harrison Avenue, 7th Floor, Suite 7600  
Co-site Director: Jeanne Horner MD, (617) 638-8670, Bjeanne.horner@bmc.org  
Co-site Director: Dara Wilensky MD, (617) 638-8670, Dara.Wilensky@bmc.org  
Site Administrator: Lynne Rose, (617) 638-8670, Lynne.Rose@bmc.org

Students’ assignment is to the Psychosomatic Service at Boston Medical Center. Students work closely with the staff psychiatrists responsible for evaluating and following patients on the medical, surgical, and neurological services of the hospital. The students will be supervised by attending psychiatrists and psychiatric residents. There is a weekly case conference and teaching conference as well as daily morning rounds.

**Boston Medical Center – Psychiatry Emergency Department**

BMC, Menino Pavilion Emergency Department  
Site Director: Alison Duncan, MD, (617) 414-4708, alison.duncan@bmc.org

Medical students will be assigned to the ER service at the Menino Pavilion. Students will shadow the psychiatrists and clinicians and see a great variety of patients in the ER.

**Bournewood Hospital**

300 South St., Brookline, Stedman Admin. Building  
Site Director: Carmel Heinsohn, (617) 676-3302, carmel.heinsohn@bournewood.com  
Site Administrator: Erika Proctor, (617) 676-3302, eproctor@bournewood.com
The Bournewood Hospital is a 90-bed psychiatric facility located in South Brookline. Inpatient units consist of 3 acute treatment wards, a dual diagnosis unit, and an adolescent unit. In addition, there is a partial hospitalization unit and an outpatient clinic. Students will spend 3 weeks on an adult inpatient unit and three weeks in the partial hospital program. Students will be responsible for participating in the admission and work-up of patients as well as following their hospital course, writing progress notes, and presenting at rounds. There will also be exposure to ECT, a didactic seminar. There will be individual clinical supervisors as well as a certain amount of coverage in the admission and triage area.

**Brockton VA Hospital**
940 Belmont St, Building 2, 3rd Floor, RM A
Site Director: Alexandra Pinkerson MD, (508) 583-4500, alexandra.pinkerson@va.gov

The Brockton Hospital is a 465 bed Veteran hospital with several inpatient psychiatric units. Inpatient units consist of 2 acute and 2 chronic treatment wards, a chemical dependency unit, and an emergency department. In addition, there are partial hospitalization, as well as day hospital facilities and an outpatient clinic. Students will be assigned to a locked acute psychiatric unit. On the acute ward they will attend daily rounds and see work-ups of new admissions. They will be responsible for an initial comprehensive lifetime psychiatric history of each of their assigned patients (usually one or two) and daily progress notes. There will also be elective or assigned opportunities to observe ECT treatment and group therapy sessions. There will be individual clinical supervision by the attending psychiatrists and a chance to become part of the entire treatment team consisting of nurses, a nurse practitioner, social worker, psychologist, recreation therapist, pharmacist and occupational therapist.

**Fuller Hospital**
200 May St. Attleboro, MA 02703
Site Director: Scott Haltzman, M.D., (408) 972-6501, Scott.Haltzman@uhsinc.com
Site Administrator: Sarah Tapley, Executive Assistant to CEO, Sarah.Tapley@uhsinc.com

Fuller Hospital is a free-standing psychiatric hospital south of Boston, in the town of Attleborough. It will be opening as a new site for us starting in Block 8 of 2019. The site director, Dr. Scott Haltzman, has had several years’ experience teaching BUSM students at the Roger Williams and Our Lady of Fatima Hospitals in Providence. Fuller is a training site for several other health professional programs, and they are genuinely thrilled about having BUSM students there.

The drive to Fuller from BUSM takes about 50-60 minutes, and public transportation is not simple, so transportation would clearly be a something of a burden. The direction of the drive is against rush hour traffic both ways, so at least the drive time would be predictable most days.

At the same time, Fuller Hospital offers two opportunities that are found at none of our other sites. First, they have an adolescent inpatient unit, and students could spend three weeks working on that unit as part of their rotation. Second, Fuller has the state’s only specialized inpatient unit for individuals with intellectual disabilities, and students could rotate there for three weeks as well. A student would be able to select one or both of those experiences as part of their rotation, along with the option of working on a general inpatient or dual diagnosis unit.
Kaiser Permanente San Jose
5755 Cottle Road, Building 24, San Jose, CA 95123
Site Director: Zhongshu Yang MD, PHD (408) 972-3232, Zhongshu.Yang@kp.org
Site Administrator: Sandeep Tumber, (408) 972-3807, sandeep.x.tumber@kp.org

Kaiser Permanente San Jose Medical Center offers a breadth of patient exposures ranging from intensive outpatient work, emergency psychiatry, addiction psychiatry, child & adolescent psychiatry, to the medical/psychiatry interface with consultation-liaison psychiatry. The 6-week clerkship focuses on patients with brain-behavior and psychiatric conditions who require intensive diagnosis, treatment, and after-care planning. The backbone of this clinical experience is in the Intensive Outpatient Program @ KP San Jose which is a multi-disciplinary partial hospital program for patients with acute psychiatric conditions. Students will work with psychiatrists, therapists, clinical pharmacists, nursing and case managers to provide evidence-based treatments and therapy modalities. In addition, afternoons are spent on the consultation-liaison service in the hospital, spanning the emergency room, med-surg units, and the intensive care units.

Roger Williams Medical Center
200 High Service Ave., North Providence, RI 02904
Site Director: John Findley, M.D., 617-605-8509, john.findley@CharterCARE.org

Students will work on two inpatient units at the Roger Williams Medical Center. Students have the option to reside on the campus of RWMC in a free-standing house across the parking lot from RWMC; most of the rooms are single with shared baths and kitchens. The academic experience for med students will include exposure to inpatient psychiatry, geriatric psychiatry, dual-diagnosis psychiatry/addiction psychiatry.

St. Elizabeth’s Medical Center
736 Cambridge Street, Dept. of Psychiatry, Quinn 3 waiting area, Boston, MA 02135.
Site Director: Beatriz Cruz, M.D., Beatriz.CruzAlvarez@steward.org
Site Administrator: Stefanie Wong, (617) 789-2404, stefanie.wong@steward.org

The rotation will be divided between the Adult Inpatient Unit, Geriatric Psychiatry Unit, and the Consult/Liaison team. Students can also observe outpatient intakes or groups in the Partial Hospital Program (day program). The program coordinator can arrange these experiences. Students rotating in St Elizabeth’s are required to do 3 calls from 5-10 pm and students must report for duty the following day.

West Roxbury VA
1400 VFW Parkway, West Roxbury, MA 02132
Site Director: Larkin Kao, M.D., larkin.kao@va.gov

Medical students will spend 6 weeks at the West Roxbury VA Hospital on the Consultation-Liaison Psychiatry service. They will work closely with the attending psychiatry staff as well as fellows in psychosomatic medicine and psychiatry residents. Students will be responsible for the psychiatric care of 2-4 patients per day and will follow their medical and psychiatric hospital course. There is extensive exposure to general psychiatry, forensic psychiatry, emergency room psychiatry, as well as consultation-liaison psychiatry. There are weekly seminars, case presentations, daily rounds, individual supervision, and academic presentations throughout the 6 weeks.
**Clerkship Schedules**

Students will report to their clerkship site directors on the first day of the clerkship. There will be a brief orientation to the clerkship for all students at the end of the first day. Unless otherwise specified, medical students will be expected to be present at their sites between 8am and 6pm on weekdays for the duration of the rotation. Some sites may require limited evening hours.

Students will have the day off from didactics on the Thursday prior to the Shelf exam.

**Key Dates**

Please refer to emails and Orientation handouts for the specific key dates that correspond with your block.

- Clerkship Orientation: Virtual orientation at the end of day one.
- Report to Clerkship Sites: Day One. See below for site-specific reporting information.
- Mid-Evaluations Due: Monday of the 3rd week of the rotation.
- Study Days: Students receive 1 day off (last Thursday of block) from their rotation prior to the Shelf exam.
- Shelf Exam: The Shelf exam is administered on the last Friday of the rotation.

**Block Schedule**

Block schedule dates for all clerkships can be located on the Medical Education website:

http://www.bumc.bu.edu/busm/education/medical-education/academic-calendars/

**Didactic Schedule**

There is no didactic schedule during the new block schedule. The virtual 2 week summer psychiatry clerkship cover the didactic portion of the rotation.

**Holidays**


Intercession: Thu, Dec 24, 2020 – Sun, Jan 3, 2021

Spring Break: Sat, Mar 6, 2021 – Sun, Mar 14, 2021

Other holidays that occur during specific blocks will be communicated by the clerkship director.

Holidays by Clerkship can be viewed on the Medical Education website at:

http://www.bumc.bu.edu/busm/education/medical-education/academic-calendars/#clerkhols

**Assessment and Grading**

**Clerkship Grading Policy**

<table>
<thead>
<tr>
<th>HOW MUCH EACH PART OF YOUR GRADE IS WORTH:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Clerkship</td>
<td>P/F</td>
</tr>
<tr>
<td>Clinical Grade Percentage</td>
<td>65 %</td>
</tr>
<tr>
<td>Shelf/Exam Percentage</td>
<td>25%</td>
</tr>
<tr>
<td>“Other” Components Percentage</td>
<td>10%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HOW YOUR FINAL WORD GRADE IS CALCULATED:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Honors</td>
<td>90 and above</td>
</tr>
<tr>
<td>High Pass</td>
<td>76-89</td>
</tr>
</tbody>
</table>
Pass 59-75 or between 1.5-2.49 in any domain on the final CSEF
Fail 58 and below or <1.5 on any domain on the final CSEF or < 2 averaged on the final CSEF (Clinical Fail)

HOW YOUR CLINICAL GRADE IS CALCULATED WITH THE CSEF:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Score Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Honors</td>
<td>&gt;4.5</td>
</tr>
<tr>
<td>Clinical High Pass</td>
<td>3.5-4.49</td>
</tr>
<tr>
<td>Clinical Pass</td>
<td>2-3.49</td>
</tr>
<tr>
<td>Clinical Fail</td>
<td>&lt;2</td>
</tr>
</tbody>
</table>

SHELF/EXAM GRADING

<table>
<thead>
<tr>
<th>Exam Type</th>
<th>Minimum Passing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam minimum passing</td>
<td>(percentile/2 digit score)</td>
</tr>
</tbody>
</table>

What is “Other” and what percentage is it worth?

<table>
<thead>
<tr>
<th>Item</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSCE</td>
<td>10%</td>
</tr>
</tbody>
</table>

Other components that need to be completed in order to pass the clerkship

Mid-clerkship evaluation

4 FOCuS Forms – 1 Interview Technique, 1 Physical/Mental Status Exam, Oral Presentation, Teamwork

Patient log and Duty Hour logs

Standard Clerkship Clinical Grade Procedures/Policies

- Preceptors will provide clinical evaluations that contain the “raw data” on the student’s clinical performance. Preceptors DO NOT determine the final “word” grade. You are encouraged to regularly ask for specific behaviorally-based feedback on your clinical skills from your preceptors. However, do not ask them what word grade you will get, as that is a multifactorial process of which the clinical evaluation is one component.

- The CSEF form will be used to numerically calculate your clinical grade: 1 to 5 points (depending on which box is checked) for each domain which will be averaged to give you a final score out of 5. Categories: Needs intensive remediation (1); Needs directed coaching (2); Approaching competency (3); Competent (4) or Achieving behaviors beyond the 3rd year competency criteria (5) to get a final number in each domain. This can be rounded to the nearest number using standard rounding for the CSEF domain and this is the box that should be checked (e.g. if an average of 2.4 then the student should have needs directed coaching (2) checked off). Each CSEF will be weighted based on how long the student worked with each evaluator.

- CSEF Clinical Grade Calculations should be made using the 0.1 decimal point in each domain (though the rounded number will be checked off on the final CSEF) to give a final number.
  Any average of <1.5 in any domain = an automatic fail for the clerkship
  Any average of < 2.5 in any domain = an automatic pass for the clerkship and a meeting with the MEO for clinical coaching
  >2.5 in all domains, standard rounding will be used
    <2 = Clinical fail which will = a fail for the clerkship
    2-3.49 = Clinical pass
    3.5-4.49 = Clinical high pass
    >4.5 = Clinical honors
  The clinical grade will be reported in the CSEF final narrative.

- Primary preceptors at sites with multiple preceptors will collect evaluation data from the other clinicians with whom the student works. The primary preceptor will collate this data, and submit the final clinical evaluation.

Clerkship Specific Clinical Grade Procedures/Policies

- The clinical grade will be worth 65% of the final grade of the clerkship and will be calculated out of a 5-point scale from the CSEF.
• The shelf is worth 25% of the final grade of the clerkship. The 2-digit score will be used to calculate the numeric score out of 100.

Students will participate in an OSCE (Objective Structured Clinical Examination) during their final week of the clerkship, in which they will interview a Standardized Patient actor via a virtual platform. Students will be scored via a grading rubric on their interview skills, data gathering, assessment and treatment planning.

**Professionalism**
Evaluation of a medical student’s performance while on a clinical clerkship includes all expectations outlined in the syllabus and clerkship orientation as well as the student’s professional conduct, ethical behavior, academic integrity, and interpersonal relationships with medical colleagues, department administrators, patients, and patients' families. If a clerkship director determines that a student does not meet the professionalism expectations of the clerkship (professionalism comportment section below), after providing the student with feedback, a student will fail the clerkship. If there are multiple professionalism concerns throughout a clerkship, the student will not be eligible to receive honors on the clerkship. Any professionalism lapses resulting in either a clerkship fail or ineligibility to receive honors will require narrative comments by the clerkship director in the professionalism comment section of the final evaluation and the student will be given feedback in advance of the final grade form submission.

**Clerkship-Specific Failure and Remediation Policies/Procedures**
Students who fail the shelf examination can re-take it. Students who fail the re-examination must repeat the entire Psychiatry Clerkship.


**BUSM Grade Review Policy**
BUSM’s Grade Reconsideration Policy is located in section 2.2 of the Policies and Procedures for Evaluation, Grading and Promotion of Boston University School of Medicine MD Students: [http://www.bumc.bu.edu/busm/faculty/evaluation-grading-and-promotion-of-students/](http://www.bumc.bu.edu/busm/faculty/evaluation-grading-and-promotion-of-students/)

**Formative Assessments**
The purpose of formative assessment is to improve student learning by providing feedback on how well they are learning skills and content during the clerkship. Formative assessments are not included in the calculations of students' final grades. Each clerkship has required FOCuS (Feedback based on Observation of Clinical UME Student) forms which must be completed by the end of the clerkship. These forms will provide formative assessment through direct observation of CSEF behaviors. Each student is required to complete one interviewing technique and one physical/mental status exam FOCuS form on each clerkship.

The FOCuS forms required for the Psychiatry Clerkship are:
- Interview Technique
- Mental Status Exam

**Formative Assessment and Feedback Policy**
Boston University School of Medicine (BUSM) ensures that each medical student is provided with formative assessment early enough during each required course or clerkship to allow sufficient time for remediation. Formative assessment occurs at least at the midpoint of each required course or clerkship four or more weeks in length.

**Mid-Clerkship Review**
You and your clerkship director, site director or primary preceptor will complete the [BUSM Mid-clerkship Evaluation form](https://example.com) at the mid-clerkship point.

The purpose of this evaluation is to give the student a chance to understand both their strengths as well as opportunities to improve. The feedback received at the mid-clerkship review is intended to allow the student to improve their clinical skills in real time.

**Final Summative Assessments**
The final summative assessment will be based on the clerkship grading policy and include a clinical performance grade with the CSEF (Clinical Student Evaluation Form), a NBME performance grade, and other assessments depending on the clerkship.

**NBME Subject Examination**
Students will take the Psychiatry NBME Subject Examination on the last Friday of the clerkship (unless otherwise communicated by the Medical Education Office). Students are given a reading day the day before the exam. Students do not report to their clerkship site on the reading day or the day of the exam. Students will be given 2 hours and 45 minutes to complete this exam. Shelf exam dates can be found in the [3rd year google calendar](#).

**Shelf Exam Laptop Certification Process**
Students must certify their laptops one week before the NBME Subject Exam and again on the day before the exam. Instructions are provided on the Alumni Medical Library website at: [http://www.bumc.bu.edu/medlib/services/computing/nbme/](http://www.bumc.bu.edu/medlib/services/computing/nbme/)

Exam Policies

Testing Center Policies

**Make-Up Exams**
Students needing to make up the exam or remediate only the exam portion of the clerkship must contact the Clerkship Coordinator to arrange for a make-up/remediation date. **Students may not take a make-up or remediation exam during any block they currently have a scheduled rotation.** Make-ups and remediation exams will typically be scheduled at the end of the third year blocks between mid-May and early June.

**Roles and Responsibilities**

**Clerkship Director**
- Oversee the design, implementation, and administration of the curriculum for the clerkship
- Create and maintain an appropriate learning environment, modeling respectful and professional behaviors for and toward students
- Ensure student and faculty access to appropriate resources for medical student education
- Orient students to the clerkship, including defining the levels of student responsibility necessary for required diagnoses and procedures
• Oversee teaching methods (e.g. lectures, small groups, workshops, clinical skills sessions, and distance learning)
• Develop faculty involved in the clerkship
• Evaluate and grade students
  o Develop and monitor assessment materials
  o Use required methods for evaluation and grading
  o Assure mid-clerkship meetings and discussion with students
  o Ensure students are provided with feedback on their performance
  o Submit final evaluations for students via eValue
• Evaluate faculty and programs via peer review and reports from the Medical Education Office and national reports
• Support each student’s academic success and professional growth and development, including working with students experiencing difficulties
• Participate in the BUSM clerkship peer review process
• Ensure LCME accreditation preparation and adherence
• Adhere to the AAMC-developed guidelines regarding Teacher-Learner Expectations

Clerkship Coordinator
• Support the clerkship director in the responsibilities provided above
• Create and maintain an appropriate learning environment, modeling respectful and professional behaviors for and toward students
• Maintain student rosters and clinical schedules
• Coordinate orientations and didactic sessions
• Liaise with site directors and administrators to coordinate student experiences across all sites
• Verify completion of clerkship midpoint and final evaluations for each student
• Monitor students’ reported work hours and report any work hours violations to the clerkship director
• Coordinate and proctor clerkship exams

Site Directors
• Create and maintain an appropriate learning environment, modeling respectful and professional behaviors for and toward students
• Orient students to the clinical site
• Sets student expectations for clinical encounters and discusses student role and responsibilities
• Supervises students by observing history taking, physical exam skills and clerkship specific required observations.
• Ensures formative feedback in an appropriate and timely fashion
• Delegates increasing levels of responsibility
• Meets with the student for the Mid-clerkship review
• Meets with the student for the final exit meeting
• Recognize students who have academic or professional difficulties and communicate this to clerkship leadership
• Collects feedback and evaluation data from all physicians who work with the student
• Evaluates students fairly, objectively and consistently following medical school and department rubrics and guidelines
• Ensure student and faculty access to appropriate resources for medical student education
• Adhere to the AAMC-developed guidelines regarding Teacher-Learner Expectations

Primary Clinical Faculty/Preceptors/Trainees
• Set and clearly communicate expectations to students
• Supervise students by observing history taking and physical exam skills, and document it on the FOCuS form
• Delegate increasing levels of responsibility to the student within clerkship expectations
• Maintain appropriate levels of supervision for students at site.
• Create and maintain an appropriate learning environment, modeling respectful and professional behaviors for and toward students
• Recognize student learning or professional difficulties and communicate to clerkship director directly in real time in person or via email or phone
• Give students appropriate and timely formative feedback
• Assess students objectively using the CSEF form
• Adhere to the AAMC-developed guidelines regarding Teacher-Learner Expectations

Supervision
Initially, the primary clinical faculty members should designate time to observe you performing: history taking, focused physical exam, clinical problem-solving and interaction with patients and patient education. Once the supervisor establishes the student’s level of confidence and competency, the student should be delegated increasing levels of responsibility in patient care, as appropriate. Although students may initiate a particular patient encounter on their own and without direct supervision, the faculty must at some point review the encounter with the student and inform the patient in-person that the student’s assessment and management plan has been reviewed and approved by the faculty. The faculty is ultimately responsible for the evaluation, treatment, management, and documentation of patient care. If students have concerns regarding their clinical supervision, the site director and clerkship director should be immediately notified.

Supervision and Delegating Increasing Levels of Responsibility
It is expected that the level of student responsibility and supervision will be commensurate with student’s competency and level of confidence. When the student arrives to a new setting, a faculty may wish to observe you for the first session. Thereafter, you should begin to see patients on your own. In the outpatient setting, the student should initially perform 4-5 focused visits per day in the first week, increasing to 6-12 thereafter. In the inpatient setting, the student should initially follow 1-2 patients and increased to 3-4 thereafter. When a student feels that he or she is being asked to perform beyond his or her level of confidence or competency, it is the responsibility of the student to promptly inform the preceptor. It is then the preceptor’s responsibility to constructively address the student’s concerns and appropriately restructure the teaching encounter to address the student’s learning needs.

Under no circumstances should the following occur:
• Patient leaves the office/hospital with never having had a direct face-to-face encounter with clinical faculty/ supervising resident.
• Primary faculty gives “prior approval” for student to perform intervention (order labs, prescribe meds) without satisfactory review.
• Patient leaves office/hospital without being informed that assessment/ management plan has been directly reviewed and approved by the faculty.
● Learning in which a student is expected to perform an intervention or encounter without the prerequisite training and/or adequate supervision.
● Student note provides the only record of the visit. Although all faculty see all patients, faculty must document that they were actually the person responsible for seeing and examining the patient.

Physical Exam Demonstrations
The demonstration of the physical examination on students should not be done by any supervisor of students including residents and attending faculty. Practicing the physical examination on students places them in a position where they may feel pressure to consent to something they may not feel comfortable with.

Third Year Student
● Participation in on-campus didactics – completed in summer virtual curriculum
● Conducting a Mental Status Exam observed by a preceptor.
● Conducting an assessment of a patient with a Substance Use Disorder observed by a preceptor.
● Conducting an Assessment of a patient with Depression observed by a preceptor.
● Completion of a mid-clerkship evaluation.
● Completion of Patient Log and Required Diagnoses
● Logging of duty hours
● Completion of required Focus forms
● Logging of relevant experiences of the BUSM Required Core Patient Encounters and Procedures.

Professional Comportment
Students are expected to adhere to the AAMC-developed guidelines regarding Teacher-Learner Expectations, located on the Policies page, under “Academic Policies and Information” (http://www.bumc.bu.edu/busm/files/2015/05/AAMC-Teacher-Learner-Expectations.pdf)

Students are expected to be aware of and follow the site expectations on professional comportment, including, but not limited to, dress code and the use of phones, pagers, and laptops. Students must arrive on time at their site and for any scheduled sessions. Any missed sessions and absences must adhere to the Attendance & Time Off Policy.

Further, below are expectations for student professionalism in the core clerkship curriculum. These include, but are not limited to:

● Treating the clerkship team in a professional and respectful manner
● Engaging in the core curriculum and participating respectfully at all times
● Arriving at clerkship didactic sessions on time
● Requesting faculty and resident evaluations in a timely manner
● Reviewing and responding to e-mail requests in a timely manner.
● Returning borrowed clerkship materials on time
● Handing in all assignments on time
● Completing all logs and FOCuS forms by the clerkship specific deadline
● Informing clerkship leadership and supervising faculty-residents of absences

Professionalism will be reviewed at the mid-clerkship feedback session and will be given feedback when professionalism concerns are identified on the clerkship. If students are not meeting professionalism
expectations of the clerkship or there are significant professionalism concerns, students will be made aware of the concerns noted by the clerkship directors, clerkship coordinator, faculty or residents.

**Ethical Behavior for Examinations and Mandatory Sessions**
- Refrain from any conversation with your peers during exams and as you leave the L-11 testing space, including within the vending room and elevator waiting area, until you are on the elevator.
- Don’t seek or receive copies of the examinations
- Signing in classmates, or signing in yourself and not staying, for mandatory sessions is considered cheating and violations will be referred to Medical Student Disciplinary Committee
- If you are aware of any violations of the ethical standards listed above, within the Student Disciplinary Code of Academic and Professional Conduct, or otherwise, report it to the Clerkship Director

**Student Evaluation of the Clerkship**
Student feedback is a highly valued, critical resource for helping us continually improve our curriculum. Evaluation of learning experiences is a requirement of the Liaison Committee on Medical Education. To ensure that we have a representative amount of data on our courses and clerkships, all students are expected to complete an evaluation via eValue (www.e-value.net) for each of the courses/modules and their instructors. All evaluations are anonymous and aggregate data is only released to clerkship directors after grades have been submitted for the blocks. Please comment freely and honestly about your experience.

**Blackboard**
Students will have access to a Blackboard site for the clerkship. The site is listed under “My Courses” as **MS314 Third Year Psychiatry Clerkship (2020-2021)** on your Blackboard landing page.

Students who have questions about the Blackboard site or find that they do not have access to the site should contact **Scott Harris** for assistance.

Blackboard Learn: [https://learn.bu.edu/](https://learn.bu.edu/)

**Assignments**
Learning modules of expected diagnoses are located on Blackboard under Assignments. Students will be asked to complete selected reading assignments prior to some of the Thursday didactic sessions. In addition, students may be asked to prepare a brief oral presentation.

**Patient Encounters/Case Logs**
Across the third year, there are required patient encounters and procedures that must be logged whenever they are seen. To log the patient encounter, students must have participated in the history, physical exam, assessment and plan development of the patient.

**Required Patient Encounters (BUSM Core)**
[http://www.bumc.bu.edu/busm/education/medical-education/faculty-resources/](http://www.bumc.bu.edu/busm/education/medical-education/faculty-resources/)
Students should log every time they see any patient with the required patient encounter and continue to log throughout all clerkships.

1. Depressed/Sad
2. Anxious
3. Alteration of thought/behavior – Suicidal ideation
4. Alteration of thought/behavior – Mania
5. Alteration of thought/behavior – Aggression
6. Alteration of thought/behavior – Psychosis
7. Altered mental status
8. The patient with a substance use disorder
9. The patient with a history of trauma or violence

**Alternative Patient Encounters**
If a student has not been able to experience all patient encounters required for the clerkship, students must address any gaps in their patient encounters through an alternative experience. In this clerkship, the alternative experiences are available via videos located on Blackboard under Assignments.

**Patient Encounter Log**
Students are expected to log their patient encounters in eValue (www.e-value.net). Patient logs help the clerkship ensure that each student is seeing a diagnostically diverse patient population, an adequate number of patients, and performing a sufficient number of required procedures and diagnoses. The directions on how to log patient encounters can be found on the eValue help page http://www.bumc.bu.edu/evalue/students/. Students must bring a printed copy of their patient encounter and procedure log to their mid rotation feedback meeting.

**Policies and Procedures for Evaluation, Grading and Promotion of Boston University School of Medicine MD Students**
http://www.bumc.bu.edu/busm/faculty/evaluation-grading-and-promotion-of-students/

**Collaborative Student Assessment System**

**Student Disciplinary Code of Academic and Professional Conduct**
http://www.bumc.bu.edu/busm/faculty/medical-student-disciplinary-code/

**Attendance Policies**
On-site hours must be limited to 80 hours per week, averaged over a two-week period. Violations should be reported directly to the clerkship director or to an Associate Dean (Medical Education or Student Affairs). Time off requests must comply with the Attendance & Time Off Policy.

  
  - 3rd Year Excused Absence Form: https://wwwapp.bumc.bu.edu/MedPersonalDays/home/Index

- Work Hours: http://www.bumc.bu.edu/busm/education/medical-education/policies/work-hours/


**Personal Day Policies**
http://www.bumc.bu.edu/busm/education/medical-education/policies/personal-days-policy/
Clerkship Specific Blackout Dates

- First day of clerkship - orientation day

Scrubs Policy
http://www.bumc.bu.edu/busm/education/medical-education/policies/scrubs-policy/

BUSD Policies
In addition to the expectations listed above, all students are expected to adhere to BUSM and Boston University policies.
http://www.bumc.bu.edu/busm/education/medical-education/policies/

BU Policies and Student Support Services

Appropriate Treatment in Medicine
Boston University School of Medicine (BUSM) is committed to providing a work and educational environment that is conducive to teaching and learning, research, the practice of medicine and patient care. This includes a shared commitment among all members of the BUSM community to respect each person’s worth and dignity, and to contribute to a positive learning environment where medical students are enabled and encouraged to excel.

BUSM has a **ZERO** tolerance policy for medical student mistreatment.

Students who have experienced or witnessed mistreatment are encouraged to report it using one of the following methods:

- Contact the chair of the Appropriate Treatment in Medicine Committee (ATM), Dr. Robert Vinci, MD, directly by email (bob.vinci@bmc.org)
- Submit an online Incident Report Form through the online reporting system

These reports are sent to the ATM chair directly. Complaints will be kept confidential and addressed quickly.

Appropriate Treatment in Medicine website: http://www.bumc.bu.edu/busm/student-affairs/atm/

Needle Sticks and Exposure Procedure
http://www.bumc.bu.edu/busm/student-affairs/additional-student-resources/needle-stickexposure/

Boston University Sexual Misconduct/Title IX Policy

Boston University Social Media Guidelines
http://www.bu.edu/policies/information-security-home/social-media-guidelines/

Recent Changes to the Clerkship

Several changes have been made to the Psychiatry Clerkship over the last year.
1) Orientation of faculty to new CSEF, new FOCuS forms, and new grading protocols.
2) Addition of an OSCE (observed structured clinical examination)
3) One new site has been added to the 2020-2021 academic year, Roger Williams Medial Center.
4) Addition of an Assistant Clerkship Director, Dr. Christine Crawford in the 2019-2020 academic year.

Learning Strategies and Tools

Recommended Texts
- *DSM V - Diagnostic and Statistical Manual of Mental Disorders*. 2013. Authoritative and remarkably readable. In addition to listing of diagnostic criteria, the DSM provides a brief discussion of the salient aspects of each diagnosis. Available through the BU library as an ebook.
- The following resources may be helpful study guides while preparing for the Shelf examination:
  - *Qbank*

eValue Student Resources
[http://www.bumc.bu.edu/evaluate/students/](http://www.bumc.bu.edu/evaluate/students/)

Echo360/Technology
Echo360 may only be used for streaming captured lecture videos; the videos may not be downloaded. Taking smartphone or digital pictures or videos of any part of the lecture in class, or at home, is similar to downloading and is not allowed. There are a number of reasons for this, including that students and/or the University may be liable for violations of federal copyright and privacy laws as a result of the use of copied material.

If you experience any technical problems, please report the issue in one of the following ways to generate an IT ticket:

- **Echo360 Related Issues**: Create a ticket on the Ed Media site ([http://www.bumc.bu.edu/bumc-emc/instructional-services/echo360/](http://www.bumc.bu.edu/bumc-emc/instructional-services/echo360/)): sign in and provide pertinent information that will enable an effective response. Have a link to the problematic video ready to copy/paste into this form.

- **Educational Technology Related Issues**: For assistance with technology supported by BUMC's Educational Media (e.g. ExamSoft), tickets can be created via their website at: [http://www.bumc.bu.edu/bumc-emc/instructional-services/report-an-educational-technology-issue/](http://www.bumc.bu.edu/bumc-emc/instructional-services/report-an-educational-technology-issue/)

- **Other Technology Related Issues**: For assistance with BU-wide technology, such as Blackboard, email an example (e.g. picture or very brief phone video) to ithelp@bu.edu with a descriptive subject line and give as many details as possible on the what, where, how you are using the service and what type of computer, browser, etc. along with type of student (i.e. BUSM III). Always include link(s) to or screen shots of where the issue is occurring.

Tutoring
Peer tutors may be requested via the Office of Academic Enhancement’s Peer Tutoring Program at: http://www.bumc.bu.edu/busm/student-affairs/office-of-academic-enhancement/academic-enhancement/peer-tutoring-program/

Office of Disability Services
Boston University is committed to providing equal and integrated access for individuals with disabilities. The Office of Disability Services provides services and support to ensure that students are able to access and participate in the opportunities available at Boston University.
http://www.bu.edu/disability/policies-procedures/academic-accommodations/