Corbett Clinic: Behaviors of Professionalism
Adapted with permission from National Board of Medical Examiners (NBME)
[http://ci.nbme.org/professionalism/Behaviors.asp]

Responsibility & Accountability
1. Accepts constructive feedback and modifies behavior appropriately
2. Adheres to institutional policies and procedures
3. Admits errors and assumes personal responsibility for mistakes
4. Arrives on time and fully prepared for scheduled activities and appointments
5. Provides notification if unable to attend appointments or activities
6. Completes assigned share of team responsibilities
7. Fulfills all clinical responsibilities in a timely manner
8. Fulfills all non-clinical responsibilities in a timely manner
9. Maintains a positive attitude amidst increased and unanticipated additional work
10. Maintains confidentiality of patient information
11. Maintains thoroughness and attention to detail
12. Provides patient information to team members in a timely and effective manner
13. Requests help when needed
14. Responds promptly when contacted by clients or colleagues
15. Takes over and ensures coverage of patients when unable to fulfill responsibilities
16. Takes on extra work when appropriate for the benefit of the patient
17. Takes on extra work when appropriate to help the team
18. Takes steps to prevent repetition of errors
19. Transmits accurate and detailed information for optimal transition of care
20. Uses resources effectively to ensure optimal patient care
21. Upholds ethical standards in class and clinical settings
22. Meets all deadlines for paperwork including assignments, lesson plans, session analysis etc. (modifications to timelines should be discussed with CE / professor no later than 5 working days prior to due date)
23. Starts and ends client sessions on time
24. Offers suggestions and ideas during problem solving
25. Sets personal goals and specific plans to accomplish them

Respect
26. Adheres to local dress code
27. Appropriately incorporates patient’s values, customs, and beliefs into management plan
28. Balances personal needs and patient care obligations
29. Discusses colleagues without using inappropriate labels or comments
30. Discusses patients without using inappropriate labels or comments
31. Optimizes patient comfort and privacy when conducting evaluation and treatment
32. Solicits and values input from colleagues when appropriate
Caring, Compassion & Communication
33. Adapts style and content of communication appropriately for each patient
34. Breaks bad news with compassion and appropriate candor
35. Collaborates with patients/designated representatives/clinical team in decision making
36. Conveys information and answers questions honestly and tactfully
37. Displays compassion and respect for all patients even under difficult circumstances
38. Elicits patient’s understanding to ensure accurate communication of information
39. Maintains composure during difficult interactions with colleagues
40. Maintains composure during difficult interactions with patients
41. Offers advice when appropriate
42. Provides constructive and supportive feedback appropriately
43. Reacts appropriately to help a distressed or impaired colleague
44. Reacts appropriately to other’s lapses in conduct and performance
45. Discusses conflict in a solution focused and constructive manner
46. Takes personal responsibility to expressing own feelings
47. Identifies and acknowledges the perspectives and experience of others
48. Identifies difficulties with team collaboration and cooperation in a timely manner

Honor & Integrity
49. Attributes ideas and contributions appropriately to others
50. Avoids gifts and remunerations that might be perceived as conflicts of interest
51. Demonstrates appropriate boundaries for inter-professional relationships
52. Demonstrates appropriate boundaries for patient relationships
53. Discloses errors to patients when appropriate
54. Provides patient care without consideration of personal benefit

Initiative & Excellence
55. Engages in information teaching and learning activities with colleagues as appropriate
56. Makes valuable contributions during class, individual and group meetings
57. Looks for ways to improve personal relationships and clinical services

Leadership
58. Advocates for changes in policies, procedures, or practices for the benefit of patients
59. Advocates for colleagues
60. Advocates for societal health issues
61. Advocates for the individual patient
62. Allocates health care resources without bias
63. Facilitates conflict resolution
64. Improves team effectiveness through motivation and facilitation
65. Serves as knowledge or skill resource for others
66. Teaches and emphasizes tenets of professionalism when appropriate opportunities arise
Dress Code

Our objective, in establishing a dress code, is to enable students to project a professional image while experiencing the comfort advantages of more casual and relaxed clothing.

Because all casual clothing is not suitable for the clinic, these guidelines will help you determine what is appropriate to wear to clinic. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests may not be appropriate for a professional appearance at clinic.

Clothing that reveals too much cleavage, your back, your chest, your stomach or your underwear is not appropriate for a place of business, even in a business casual setting.

Even in a business casual work environment, clothing should be pressed and never wrinkled.

Torn, dirty, or frayed clothing is unacceptable. All seams must be finished. Any clothing that has words, terms, or pictures that may be offensive to clients, staff or other students is unacceptable.

The clientele that you are working with will certainly influence your dress requirements. When working with adult clients jeans are not acceptable, however, jeans and shorts (of a reasonable length) can be worn when working with children and their families.

No dress code can cover all contingencies so students must exert a certain amount of judgment in their choice of clothing to wear to clinic. If you are uncertain about acceptable, and professional (business causal) attire for the clinic setting, please ask your clinical educator.