

Calgary Student Run Clinic Policy – Reporting Guidelines

Effective March 1, 2019

Revised March 1, 2019

Purpose: To assist the SRC clinicians, executives and preceptors in reporting comments or concerns to the SRC executives. These mechanisms can be expanding to reporting professionalism or mistreatment concerns as well as for use in SRC research projects.

These guidelines may assist in incident reporting of events at the University of Calgary (all campuses), and SRC clinics.

Scope: This policy applies to all SRC Clinicians, Preceptors and Executives.

Definitions:

- SRC is Student Run Clinic
- UME is the Undergraduate Medical Education office at the University of Calgary Cumming School of Medicine.
- SPC is the Student Professionalism Committee at the University of Calgary Cumming School of Medicine.

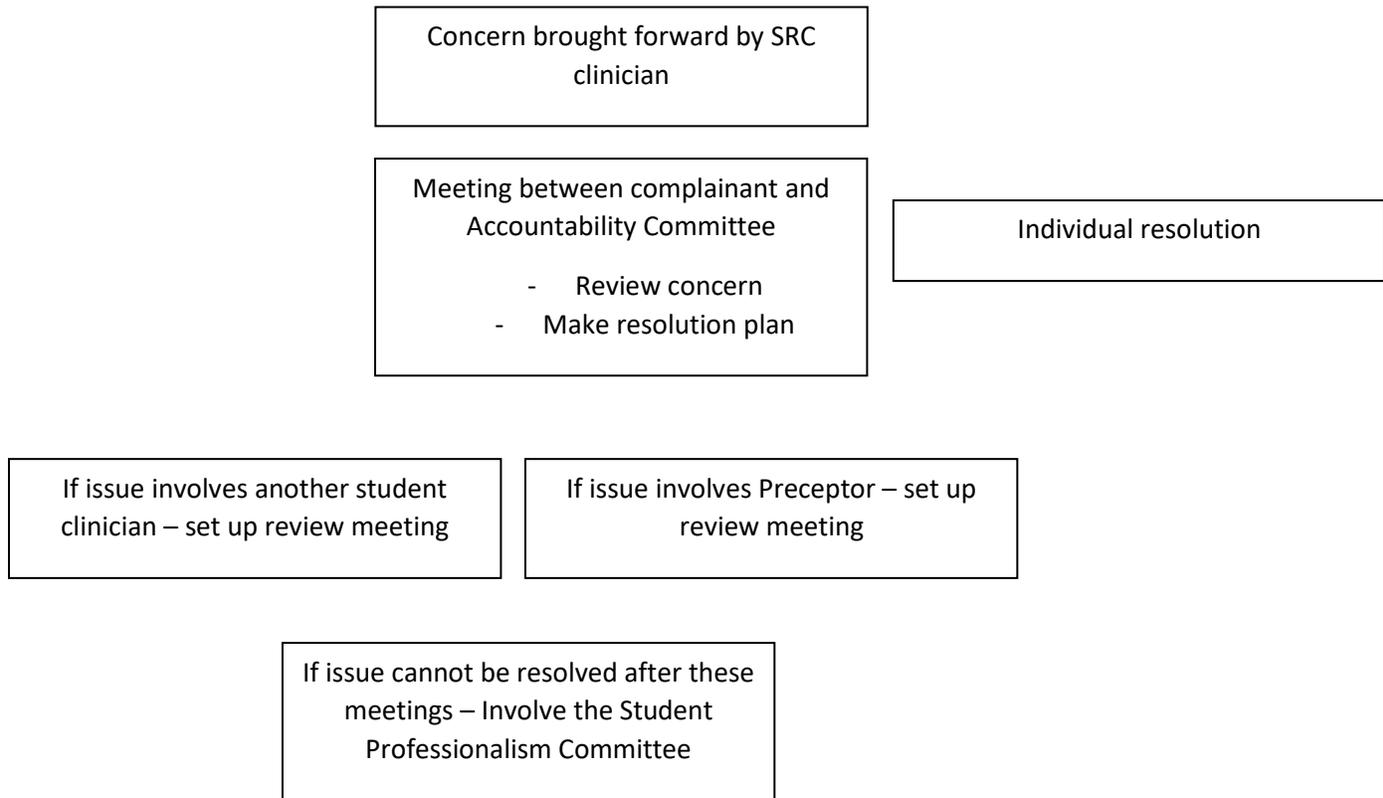
SRC executives and clinicians begin meeting once per month to review concerns.

Professionalism Reporting Policies:

- Students/Clinicians:
If students have a specific concern or wish to report a professionalism complaint, please email the SRC general email at calgarysrc@gmail.com.
Students may also report issues via the SRC Clinician Surveys – the link to which is provided (https://docs.google.com/forms/d/e/1FAIpQLSef_wlhayRLoH39QxTOR68snE4xenrnkB2ZkHerZXdgTlwySg/viewform?usp=sf_link).

Matters of professionalism should be handled by SRC executives and the Accountability Committee. This is an alternative to reporting matters directly the Undergraduate Medical Education (UME) office, such that minor issues can be resolved efficiently.

The following flow chart indicates the process by which a complaint should be attended.



If a Clinician or Executive has a professionalism concern involving an SRC executive or members of the Accountability Committee, the concern should be addressed by the Student Professionalism Committee at the University of Calgary.

Each meeting and report will be documented, and copies of these documents will be stored in the SRC Google Drive. Only Executives of the SRC can access this Drive and access will be rescinded when turnover to future executives is complete to maintain confidentiality. Should Professionalism issues require the input of the UME, all relevant documents from the Google Drive outlining that resolution procedures were followed.

Incident Reporting Policies:

- Students/Clinicians:
If clinicians witness or experience a workplace safety incident or are injured while working at one of the SRC sites, attending an SRC workshop or outreach event, the incident should be reported to the SRC executive team and the UME. Incidents that can be covered by UME policy need to be reported within 24 hours of the incident occurrence.

Incidents reported to the SRC Executives must be documented as described above. All documents must be forwarded to the UME upon request. If a student/clinician reports an incident to the SRC executives, it is the responsibility of both the clinician and executives that the incident is subsequently reported to the UME so appropriate follow up procedures can be initiated.

Preceptor Reporting Guidelines:

- Preceptors are encouraged to follow the same steps as clinicians when reporting concerns of professionalism or incidents.
- If the preceptor feels an issue requires the attention of the UME immediately, it is requested that the SRC Executives are also notified when the UME is contacted.
- Preceptors are asked to use the following survey link for Feedback submission:
- https://docs.google.com/forms/d/e/1FAIpQLScLN68oMLhdsFulZobr-Z2Dz5qYh4UdR1xJIBz8X-m-aKHZow/viewform?usp=sf_link
- If the issue is urgent or serious, please email the SRC directly at calgarysrc@gmail.com.