POSTGRADUATE MEDICAL EDUCATION TRAINEE RESOURCE HANDBOOK

2018 - 2019
TABLE OF CONTENTS

Welcome

SECTION I - INSTITUTIONAL ORGANIZATION

Memorial University Services
  Bookstore
International Student Card
Legal Consultation
Library Services
The Writing Centre
The Works
Postgraduate Medical Education
  PGME Office
  PGME Committee
  Evaluation Procedures
  CBME
  Global Health Participation
  Teaching Effectiveness Program
PGY1
PGY2
Clerkship Objectives
Moonlighting
Residency Training Program Committee
Affiliated Health Authority
Eastern Health Guidelines for Travel Reimbursement
Pagers
Provincial Physician Recruitment
Professional Association of Residents of Newfoundland and Labrador

SECTION II RISK MANAGEMENT GUIDELINES

Communication
Confidentiality
Meditech
Social Media Guidelines
Dress Code Guidelines
Travel Safety Guidelines
Consent Documentation
Infection Control
Blood Borne Pathogens
Legal Issues
Malpractice Insurance
Prescription Writing
Prescription Writing Guidelines

SECTION III - RESOURCES

Postgraduate Counsellors
Glenn Roy Blundon Centre
Physician Wellness
ePhysician Health
Employee and Family Assistance Program (EFAP)
HealthServices
  Student Health Centre
  Resident Physicians (non-university affiliated)
  Family Physicians
Respectful Learning Environment
  Wellness Consultant
Support Services at Distributed Sites
  Accommodations
  Helpful Links and Contacts
Welcome to Postgraduate Medical Education (PGME) at Memorial University of Newfoundland. We hope you will find your time in postgraduate training at Memorial to be both fulfilling and enjoyable, from the city hospital to community hospital settings. This handbook has been prepared to familiarize you with some of the things that will be of importance during your residency at Memorial. If you have any questions, do not hesitate to contact the PGME office where the staff will be happy to assist you. We look forward to meeting you individually and wish you the best in your training program.
SECTION I - INSTITUTIONAL ORGANIZATION

Your Relationship with Memorial University

As postgraduate trainees, you are full-time students of Memorial and are welcome to use all student facilities provided by the university. To gain access to these facilities, you must use your campus card. This is a multi-purpose card which acts as a student ID, as well as a library, printing and access card.

Obtain your card by visiting room UC3005 in the University Centre (your MUN student number is required).

Responsibilities of Postgraduate Trainees

While training at affiliated teaching hospitals, residents are expected to:

1. Provide empathetic, appropriate and responsible patient care.
2. Be readily available when on call.
3. Be receptive for patient and family discussions.
4. Ensure that histories and physical examinations of patients are completed and recorded within 24 hours of admission.
5. Complete progress notes in a timely manner in response to clinical events.
6. Attend and participate in rounds.
7. Dress in a professional manner.
8. Take advantage of educational opportunities.
9. Be respectful of the dignity of patients and their families.
11. Work harmoniously and respectfully with all members of the healthcare team.
12. Take advantage of opportunities to be involved in clinical research studies.
13. Transfer the Bond of Patient Trust when changing services by reviewing each case with the receiving resident and compiling comprehensive transfer notes.

Some of these responsibilities will be elaborated on during orientation sessions, as well as during your program, and academic half-day sessions organized by the PGME office.
UNIVERSITY SERVICES

Bookstore

The University Bookstore, located on the second floor of the University Centre (UC2006), provides a wide range of retail services. In addition to textbooks, general reading, materials and supplies, there is a clothing department where you can purchase lab coats.

The bookstore’s website offers a medical reference section where you can perform a general book search. If the title is in stock, you can purchase it online.

International Student Card

As full-time students, you can apply for the International Student Identity Card (ISIC) through the Travel Cuts travel agency. This card provides discounts on airfare tickets and admission fees to museums and galleries. As the travel agency requests proof of your full-time studies to receive the ISIC card, you are welcome to drop by the postgraduate office to ask for a letter certifying your student status.

Legal Consultation

Memorial students are entitled to legal consultation with the legal aid officer for Memorial’s Students’ Union (MUNSU). Normally, one free visit is permitted. If more than one visit is necessary, the fee will be negotiated between you and the MUNSU lawyer. You may arrange to meet with the legal aid officer by calling the MUNSU office at 709 864 7633.

Library Services

The Health Sciences Library (HSL) is located on the first floor of the Health Sciences Centre (HSC). The library supports teaching and research in the Faculty of Medicine, the Schools of Nursing and Pharmacy, staff of Eastern Health (HSC site), and is a resource centre for all health practitioners in the province. Library privileges extend to all branches of the Memorial University Libraries. The library website is library.mun.ca.

The library provides access to numerous databases including, but not limited to, MEDLINE (via PubMed), CINAHL, Cochrane Library, Embase, PsycInfo, and several evidence-based resources. The library is also a quiet place to study. Both individual and group study rooms are available for student use. The rooms must be signed out at the Lending Services desk, and are available on a first-come basis for a 2-hour period.

**Hours:** Hours of operation as posted on the website.

**Liaison Librarian:** All disciplines within the Faculty of Medicine have an assigned liaison librarian who can be your first point of contact for all your library and information needs. Developing a relationship with your liaison librarian will ensure that your research and clinical information needs are met during your residency. You are encouraged to set up a meeting with your librarian at your earliest convenience.

**Library Card:** Your MUN Campus Card is your library card. You may use this card to borrow library materials and as a photocopy card. For more information, please view the Borrow, Renew and Return section of the website.

**Library Account / Off-Campus Access:** Your library login is your User ID (the 14-digit barcode number on your Campus Card) and your 4-digit library PIN (contact Lending Services at hslcirc@mun.ca or 709 777 6671) to get your PIN. To access electronic resources from off campus, you will be prompted to log in using these credentials. If you are having problems accessing library resources, please contact hslinfo@mun.ca or 709 777 6672.
**Document Delivery:** Books and journal articles not held in the collections of Memorial University Libraries may be requested at no cost through the library’s Document Delivery service. For articles, book chapters, and conference papers, you will be emailed a link to a PDF (when possible). Other items will be available to pick up at the library when they arrive. For full details, timelines, and the request form, please view the Document Delivery section of the website.

**Distance Services:** Residents located outside the St. John’s area may request that books from our collection be sent via mail through the DistancePlus service. Access to electronic resources is also available. Click on the resource you wish to access via the library website, and you will be prompted to log in using your my.mun.ca ID and password.

**Literature Searches:** Librarians are available to provide assistance with and guidance on literature searching (database selection, search strategy, etc.). For literature searches not related to your academic work (i.e., not part of your resident research project), you may request that a librarian perform a literature search for you. You can request a literature search, or assistance, from a librarian, or contact the Information and Reference Desk hslinfo@mun.ca or 709 777 6672).

**Instruction:** You may request a one-on-one consultation or a group workshop with a librarian on topics such as literature searching, reference/citation management, evidence-based research, planning your paper, copyright, mobile applications, open access, etc. To make an appointment, please contact the Reference and Information desk (hslinfo@mun.ca or 709 777 6672) or visit the Instruction section of the website. Sign up for the Information Bootcamp Program to receive an instruction program tailored to your needs.

**Open Access:** Memorial University Libraries supports the open access movement and strongly encourages researchers to consider this publication model. Residents are encouraged to submit their scholarly work (including published and unpublished papers, presentations, book chapters, lectures, data sets, etc.) to Memorial’s Research Repository at research.library.mun.ca

Memorial University Libraries also supports open access publishing through its Open Access Author’s Fund. The fund pays author fees for Memorial researchers (including residents and graduate students) who have had a peer-reviewed article accepted for publication in an open access journal, provided the journal meets certain requirements. For more information, see guides.library.mun.ca.

**Printing and Photocopying:** You can print or photocopy using your campus ID card. You can add money to your card using the Card Manager unit located near the Information and Reference Help desk in the library. You can print from any computer in the library. Wireless printing is also available. Printers and photocopiers are in the Print and Copy room opposite Lending Services.

Residents are permitted 1,200 free photocopies or printouts per year, and are issued debit cards to cover this (available at the Lending Services Desk in the library). A $3 (subject to change) refundable deposit is required for the initial card. Coin payment is also available (5 cents per side).

**Contact Information:**
Lending Services: 709 777 6671
Information Services: 709 777 6672
Document Delivery: 709 777 6628
Web: library.mun.ca
Email: hslinfo@mun.ca
Fax: 709 777 6866
Queen Elizabeth II Library: The Queen Elizabeth II Library, located on the main campus in St. John’s, is the central library of the library system serving Memorial. Its comprehensive and impressive collection provides a wealth of material to support the variety of disciplines taught at the university. Many services, offered from both within the library and through distance services, include document delivery, library instruction, access to print and online resources, internet terminals, and phone and email reference services for those who cannot visit the library in person. There is ample study space which includes individual carrels, tables, 24 single study rooms, 18 group study rooms, a typing room and an adaptive technology room. For further information on the services the library provides and to search its catalogue online, please visit library.mun.ca.

The Writing Centre

If you are experiencing some difficulty in preparing written works such as presentations and research proposals, Memorial offers the services of the Writing Centre. A free drop-in facility, the Writing Centre’s mandate is to help university students enhance their written works and become better critical thinkers. Further information is available on their website at mun.ca/writingcentre.

The Works

Included in the payment of your registration fees is full access to The Works, Memorial’s fitness centre (theworksonline.ca). The Works consists of the Aquarena, Field House and MUN Recreation Facilities. These world-class facilities offer a variety of aquatic, fitness and recreation programs including a 200-meter indoor track, a strength and conditioning fitness centre, a cardio centre, three North American sized squash courts, MUN pool swims, and basketball, volleyball, badminton and tennis courts.

POSTGRADUATE MEDICAL EDUCATION

PGME Office

The PGME office oversees the administration of all residency training programs at Memorial University, as well as co-ordinates and processes the admission and registration of all medical graduates. The PGME office also endeavors to develop and deliver cross discipline programming (PGY 1 Academic Half Days) to complement and enhance training across all programs and levels. The PGY 1 Academic Half Day curriculum includes, but is not limited to, topics such as communications, collaborator, ethics, teaching and learning, etc.

To manage your affairs relative to PGME, it is important you are familiar with the necessary paperwork to be completed as you progress through your residency. PGME policies and guidelines are available on the Policies and Procedures section of the PGME website.

PGME is committed to providing the highest quality education to help residents become the best physicians possible to respond to the health care needs of the province. If questions or concerns arise during your training, please do not hesitate to contact the PGME office.

Suite M2M401, Health Sciences Centre, 300 Prince Philip Drive
Faculty of Medicine, Memorial University
Phone: 709 864 6331 Fax: 709 864 6361
E-mail: pgme@mun.ca
Website: med.mun.ca/pgme
**PGME Committee**

The PGME Committee is a multidisciplinary faculty committee responsible for developing and overseeing postgraduate medical education at Memorial. It is a standing committee of the Faculty of Medicine and is chaired by the PGME Associate Dean for Postgraduate Medical Education. There is resident representation on the PGME Committee, elected by the resident group, whose main role is to act as a spokesperson for their peers. Any problems or grievances should be brought to the attention of a resident representative for discussion at the PGME Committee meeting which is held quarterly.

**Assessment/Evaluation Procedures**

Each resident is expected to complete the requirements of the program, as outlined by the discipline RPC, for each stage of the program, and to meet the prescribed goals and objectives through the completion of mandatory rotations. A resident is assessed/evaluated throughout each rotation. The assessment/evaluation of the resident’s performance is conducted by a subcommittee of the RPC and is based on written assessments and performance-based direct observation. The results of the assessment/evaluation indicate the competency level of the resident for each goal and objective of the rotation. The level of responsibility given to a resident is based on regular assessment/evaluation of abilities by faculty.

Assessment/evaluation reports used in PGME include, but are not limited to, In-Training Evaluation Reports (ITERs), In-Training Assessment Reports (ITARs), in addition to successful completion of the Teaching Effectiveness Program. The evaluation report used is discipline-dependent and in accordance with the appropriate accreditation standards.

**Competency-Based Medical Education (CBME)**

To contribute to the success of Canadian physicians and the delivery of high-quality patient care, the Royal College of Physicians and Surgeons of Canada (RCPSC) introduced CBME in Canadian postgraduate specialty training and in professional practice in Canada. This initiative, called Competence by Design (CBD), aims to enhance patient care by aligning medical education and lifelong learning with evolving patient needs and empowering learners to more fully engage their educational process. CBD will use time as a framework rather than the basis for progression. It is not anticipated that the duration of training will change for the majority of trainees. Residency programs will be broken down into stages, and each stage will have a series of milestones based on required competencies. These milestones will create more targeted learning outcomes and involve more frequent, formative assessments within the clinical workplace to ensure residents are developing and receiving feedback on the skills they need. The Royal College anticipates that all specialty and subspecialty programs in Canada will adopt CBD in gradual phases. All disciplines have been divided into seven cohort groups, each of which will adopt CBD at different times. At Memorial University, on July 1, 2017, the discipline of Anesthesia implemented CBD; effective July 1, 2018, the disciplines of Medical Oncology and Nephrology, as well as Surgical Foundations, will begin competency based training.

To see the timeline for other disciplines, please view [Cohort Transformation Under CBD](http://www.royalcollege.ca/rcsite/cbd/competence-by-design-cbd-e) on the RCPSC website. All programs implementing CBD will continue to undergo a rigorous accreditation process. All CBD programs (and traditional programs) will continue to lead to Royal College approved certification. Certification for trainees in both CBD and traditional programs will include the completion of a Royal College examination; however, residents in CBD programs will also be assessed against program milestones throughout their training. Within a CBD program, all milestones (documented with an electronic portfolio) and the Royal College examination must be successfully completed to achieve certification. For further information on CBD, please visit the RCPSC Website: [http://www.royalcollege.ca/rcsite/cbd/competence-by-design-cbd-e](http://www.royalcollege.ca/rcsite/cbd/competence-by-design-cbd-e).
Global Health Participation

PGME recognizes, in addition to traditional clinical training, global health missions such as Broken Earth, Haiti Village Health, and other projects funded by the Faculty of Medicine (FOM), provide unique and valuable work-life experiences for our residents.

While PGME is supportive of such initiatives, since the PARNL collective agreement does not provide leave for these activities, residents must be accountable for their time away from regular clinical duties when participating in global health missions.

To ensure fairness to all residents, and consistency across disciplines, all participants in FOM funded global health missions meet the following terms:

1. Prior to embarking on a mission, residents must participate in the Global Health Office’s pre-departure program which includes:
   - outlining objectives and expectations for the mission,
   - reconciling values with objectives, and how the experience will fit with residency training,
   - and formal pre-departure preparation through
     • location specific education (safety, cultural competence, respect, etc.), and
     • readings and/or seminars on specific topics (ethics, resource allocation issues, models of development for global health intervention, etc.).

2. Upon return, residents must:
   - debrief with the Global Health Office or a designated faculty member, and
   - participate in pre-departure training of future residents
   AND
   - share the experience in a presentation (e.g. academic half-day, rounds), OR
   - provide a written post-return reflection at the level of a journal article (publication not required - the article must be submitted to the program director and copied to the PGME office within 60 days of return; all resident articles will be collected and available in a book format), OR
   - have a poster presentation, OR
   - present at a conference.

3. Upon completion of terms one and two, residents will receive a Global Health Certificate of Participation from MUN.

4. Residents in disciplines which have established, and submitted to PGME, clear goals and objectives for their trainees during a FOM supported/funded health mission with faculty participation, and who have submitted a Global Health Authorization form signed by their program director (stating the mission is officially recognized as a part of their training within their scheduled rotation during the time of the mission), will not be required to take formal leave, nor will the duration of the mission be counted as time away from service.

5. Residents in disciplines which have not established, and submitted to PGME, clear goals and objectives for their trainees during a FOM supported/funded health mission with faculty participation, and whose program director has not signed the Global Health Authorization form, must request vacation or conference leave to participate in the mission. Their time away from service during the mission, in addition to other leave taken during that rotation, must not exceed more than one-third of the rotation. As per all leave requests, residents will be required to submit to their discipline and the PGME office a leave request form.
Teaching Effectiveness Program

The Teaching Effectiveness Program (TEP) for residents is an interactive, multi-year program designed to enhance the teaching administered by residents in all programs at Memorial University. It involves residents at the PGY1 and PGY2 levels and is delivered through a combination of interactive workshop sessions and online modules.

PGY1

Early in the PGY1 year, all residents participate in the MANDATORY academic half-day Introduction to Teaching as a Resident. The topics discussed during this half-day include: the roles residents have as teachers, characteristics of effective teaching, and ethical issues that may arise while teaching. All PGY1 residents are required to take part in this program. Those who are outside the St. John’s and surrounding areas during the academic half-day must participate through Youseeu.

PGY2

During the PGY2 year, residents must participate in a MANDATORY workshop-based program to enhance teaching skills. With the co-operation and approval of the Medical Education Scholarship Centre (MESC), residency programs have the option to conduct their own teaching enhancement workshop program in PGY2. For example, residents in Family Medicine participate in the TEP program which is scheduled and offered by staff and faculty from their discipline.

All PGY2 residents in other programs currently participate in the Teaching Effectiveness Program delivered by the MESC. This workshop has four components that are offered during the fall and winter semesters:

1. FALL: Online modules serve as an introduction to adult learning theory, instructional design and small group learning.
2. FALL: An in-person three-hour workshop reinforces the theoretical introduction and allows for residents to apply their own teaching.
3. WINTER: Online modules serve as an introduction to clinical teaching, feedback and effective presentations.
4. WINTER: An in-person three-hour workshop allows for an application of clinical teaching, performance feedback, and includes a short teaching presentation made by each resident.

The online modules are available through Desire2Learn, and all participating PGY2 residents will automatically be registered for them. The modules may be completed at the participants’ own pace within a specific three-week period. The in-person workshops are held directly after the module completion period, with times and dates to be determined. Several options for workshop dates will be available to allow all residents the opportunity to participate. Participants outside the St. John’s and surrounding areas will participate in the workshops through Blackboard Collaborate.

In accordance with the Resident Teaching Policy, residents will NOT be promoted to the next postgraduate year until completion of ALL components.

CLERKSHIP OBJECTIVES

As a resident, you have a very important role as a teacher for the clinical clerks who work with you. Effective teaching and feedback are essential elements of your CanMEDS role of Scholar during your residency training at Memorial. All residents are required to review the overarching objectives and discipline specific objectives (as applicable to your rotation) and be familiar with them prior to teaching clinical clerks. Your teaching skills are evaluated by clinical clerks and focused feedback will be provided using a standard evaluation form on One45. A summative feedback report will be provided to you, annually, for your review. Your program director will be provided with feedback on your teaching every six months and persistent weak evaluations will require attending a remedial teaching skills program. The teaching skills workshop in the PGY 2 year helps residents understand the basics of teaching and how to be effective teacher.
MOONLIGHTING

As per the Royal College of Physicians and Surgeons of Canada’s Statement on Moonlighting, the Postgraduate Medical Education office neither “...condemns nor condones the practice of moonlighting during residency training. . .”; however, if you qualify for and choose to moonlight, you are reminded adherence to PGME’s Moonlighting Policy is compulsory.

In addition, compliance with the following four governing bodies is required:

1. CMPA: Coverage must be switched to code 14 for moonlighting activity.
2. CPSNL: A locum license must be obtained - this requires a letter of approval from your program director sent directly to the CPSNL.
3. Health Board Authority (e.g. Eastern Health): Professional credentials need to be submitted and verified, including a criminal record and vulnerable sector check from the RNC.
4. ACLS certification is required for locums/off-service calls in Anesthesia, Emergency Medicine, General Surgery, Internal Medicine, GIM, Obstetrics/Gynecology, and Critical Care.
5. PGME: A completed moonlighting form must be submitted to the PGME office prior to the start date.

Health board credentialing is a detailed process which can take several days to complete. Furthermore, moonlighting forms must be received at the PGME office no later than two business days prior to the date to ensure sufficient processing time.

Please confirm moonlighting approval has been received by all parties prior to the commencement of your locum. Failure to do so may result in insufficient liability coverage, non-payment and denial for future moonlighting activity.

RESIDENCY PROGRAM COMMITTEE (RPC)

Each residency program is governed by a RPC, comprised of both faculty and residents, and chaired by the residency program director. Ultimate responsibility for the residency program rests with the chair of the department/discipline who delegates responsibilities to the residency program director.

The program director, working with the RPC, manages the program. The main functions of the RPC include:

1. Design and implementation of the residency training program.
2. Regular review of all aspects of the residency training program with any changes being approved by the committee.
3. The evaluation of the program and residents.
4. Managing problems with resident performance and/or grievance procedures.
5. Selection of new residents.

Goals and Objectives for training programs must be provided by the program. They are available in the Guidelines section of the PGME website, and on One45. An introductory orientation to One45 will be provided early in your training program.
AFFILIATED HEALTH AUTHORITY

PGME relies primarily on affiliated teaching hospitals under the four regional health authorities in the province. The primary hospitals participating in the programs meet requirements for affiliation with Memorial and are committed to educating residents while maintaining excellence in patient care. While at the hospital, you will obtain invaluable clinical experiences. It should be noted that trainees are not assigned to a hospital but rather to a service within a hospital.

The Eastern Health Authority is the primary provider of clinical teaching (except for Family Medicine) in the province. The following provides contact information for all regional health authorities:

**Eastern Health**
- Dr. Doug Drover
- Chief of Staff, Medical Services
- Phone: 709 777 7759
- Email: douglas.drover@easternhealth.ca

**Central Health**
- Dr. Jeff Cole
- VP, Medical Services
- Phone: 709 292 2151
- Fax: 709 292 2249
- Email: jeff.cole@centralhealth.nl.ca

**Labrador-Grenfell Health**
- Dr. Michael Jong
- VP, Medical Services
- Phone: 709 897 2268
- Fax: 709 896 4032
- Email: mjong@hvgb.net

**Western Health**
- Dr. Dennis Rashleigh
- VP, Medical Services
- Phone: 709 637 5000 Ext 5168
- Fax: 709 632 1619
- Email: dennisrashleigh@westernhealth.nl.ca
Eastern Health Guidelines for Travel Reimbursement

Please adhere to the following Eastern Health guidelines when submitting your travel expense claim form to the Postgraduate Medical Education office for travel expenses (gas/airline) associated with attending ONLY core content workshops and/or completing mandatory core rotations, either outside the St. John’s and surrounding areas or out-of-province. For out-of-province core rotations, only those not available within the province will be reimbursed. Travel to and from back-to-back rotations, in the same area, will only be covered for the Initial travel to the site and return travel at the end of all rotations.

- Eastern Health will reimburse a maximum of $600 each way for travel.
- If you are required to travel by air, you must use the most economical fare (e.g., Tanso/Econo). Airline tickets should be booked a minimum of one month in advance and a copy of your airline itinerary is required.
- Travel will be reimbursed for the day of travel to and from the rotation (not before, during or after the rotation). Residents can claim mileage or provide gas receipts, but not both.
- Residents must complete travel expense claim forms in detail. This includes the type, dates and location of the rotation, including that it was a core rotation. All receipts must clearly indicate the date and expense (e.g., gas).
- Residents must sign and date the Eastern Health travel expense claim form, including their Eastern Health employee number, and attach all receipts.
- Lodging is only permitted for overnight travel, and all receipts must be provided, including cabin rental for overnight travel on a ferry, if applicable.
- Meals, accommodations, course/licensure/certificate of conduct fees and related travel expenses will not be reimbursed by Eastern Health.
- Elective/Selective rotation expenses will not be reimbursed (as per the PGME Elective/Selective Proposal and Authorization Form).
- For inquiries regarding accommodations, residents can contact rmem.accommodations@med.mun.ca

**New Brunswick Core Rotations**:

- Residents must submit the travel expense form and applicable receipts, airfare or gas, for travel reimbursement (one-way from NL to NB- maximum $600), to the local site administrator at the appropriate medical education office within the first week of the rotation, so the site can submit it to the accounts payable department.
- Subject to availability and HHN lease arrangements (e.g., no pet policy), NB will provide accommodations, free of charge, within the medical education sites.
- An Eastern Health travel expense claim is to be submitted, upon returning from NB, for one-way travel to NL.

The following are the site administrators for each medical education office in New Brunswick:

- **Saint John:** Charlene Page (Charlene.Page@horizonnb.ca) or Lisa Russell (Lisa.Russell@horizonnb.ca)
- **Moncton:** Sarah Morgan (Sarah.Morgan.Horizonnb.ca)
- **Miramichi:** Stephanie Bohan (Stephanie.Bohan@Horizonnb.ca)
- **Upper River Valley Hospital:** Deborah Lutes (Deborah.Lutes@Horizonnb.ca)
- **Fredericton:** Stephanie Suter (Stephanie.Suter@Horizonnb.ca)

**New PGY 1s (Deadline to submit travel into province expense claim is OCTOBER 1, 2018.**

**TRAVEL INTO PROVINCE – Original receipts must accompany claim.**

Residents coming from outside the province shall receive a travel allowance (personal expenses only) for one-way travel to the province at the start of their residency training program (expenses incurred upon arrival in the city are not eligible for reimbursement). The following will be considered for reimbursement, up to a maximum of six hundred dollars ($600): Airfare (original boarding pass required); or gas, meals, lodging and ferry; and/or shipping.
PAGERS

Eastern Health provides all residents a pager for the duration of their residency training. Upon receipt, residents accept full responsibility for damaged or lost pagers, and can be charged the replacement cost of a new pager in the amount of $113.00 (cost subject to change). Upon completion of residency training, pagers must be returned to the Postgraduate Medical Education office – Eastern Health reserves the right to charge individuals the full cost of a replacement pager if it is not returned.

For pager service, please contact theservicedesk@easternhealth.ca, or call 709 777 1950.

PROVINCIAL PHYSICIAN RECRUITMENT

The Provincial Physician Recruitment Office (PPRO) is part of the Department of Health and Community Services. The PPRO develops and manages various funding programs, for things such as bursaries, travelling fellowships, and signing bonuses. But they also work with the four regional health authorities (RHAs) in the province to help promote everything each region offers. Their shared goal is to provide residents with all the information and assistance they can to help residents get the most out of their training experience. They can provide some nice incentives once residents are close to making a practice decision.

Residents are encouraged to start communicating with regional recruiters as soon as possible. They can help residents get the most out of their time in a specific community, or just answer the questions residents may have about career planning. Time goes by very quickly and the relationships they build along the way can help residents create the perfect practice opportunity. Visit practicenl.ca for regional contact information, or contact Dan Fitzgerald or Lisa Andrews at any time.

Dan Fitzgerald  
Provincial Physician Recruitment  
Government of Newfoundland Labrador  
Department of Health and Community Services  
709 729 4029  
danielfitzgerald@gov.nl.ca

Lisa Andrews  
Regional Physician Recruitment Coordinator  
Government of Newfoundland and Labrador  
Department of Health and Community Services  
709 777 4223  
lisa.andrews@easternhealth.ca

PROFESSIONAL ASSOCIATION OF RESIDENTS OF NEWFOUNDLAND AND LABRADOR

The Professional Association of Residents of Newfoundland and Labrador (PARNL) is the organization that represents all residents at Memorial. To learn more about the resident contract, benefits, election of officers, helpful tips and other matters important to the resident group, visit the PARNL website at parnl.ca.
SECTION II – RISK MANAGEMENT GUIDELINES

Risk management is a complex interdisciplinary task requiring the support and co-operation of all participants of the healthcare delivery team, working collaboratively in the best interest of patients and providers. During orientation sessions and through your training, topics relevant to risk management will be covered in more detail. The following is provided as an overview of the essential ingredients in risk management:

COMMUNICATION

Effective communication lies at the heart of good patient care. Open communication between a patient and their health care provider is one of the most important skills you incorporate as part of your professional practice and is found to be a key factor in reducing medico legal concerns. Patients have a right to as much information about their health care as they desire. Encourage information sharing between you and your patients.

CONFIDENTIALITY

Confidentiality is an obligation to protect the privacy and information of others. As a health care provider you have a legal, moral and ethical obligation to ensure that health information is only accessible to individuals authorized to have access. As a health professional, you are trusted with your patients’/clients’ health information. In this province, there is very specific legislation that does not allow a person access to, or the right to, disclose to a person any information contained in the records of the hospital authority unless authorized.

Meditech

Eastern Health is strictly enforcing their Privacy and Confidentiality Policy. This policy, in addition to forbidding physicians from accessing information not directly related to the care of their patients, prohibits physicians from looking up their own personal health information or that of a family member. Eastern Health randomly audits accounts to ensure that all staff adhere to the policy, and will issue disciplinary sanctions when breaches of policy occur.

The complete Privacy and Confidentiality Policy is available on the Eastern Health Intranet. If you have any questions, please feel free to contact Lisa Babcock at the Eastern Health Access and Privacy office at 709 777 8025.

SOCIAL MEDIA GUIDELINES

The use of social media has many professional and personal benefits; however, it can create several challenges for residents. As students of Memorial University, members of the College of Physicians and Surgeons of Newfoundland and Labrador (CPSNL), and employees of Eastern Health, residents have unique ethical and professional obligations that must be upheld in both their professional and personal life. Appropriate use of social media, whether in a private or public forum, is part of this obligation.

Residents should consider the following when using social media:

1. You are responsible and accountable for your actions and statements when using social media.

2. Social networking sites cannot guarantee confidentiality. Anything written on social media can be accessed and made public and permanent.

3. To maintain control over the access to your personal information, ensure stringent security and privacy settings are in place for your social media accounts. Keep in mind that privacy settings are not absolute and can be compromised.
4. Maintain professional boundaries with patients, colleagues and supervisors online. Exercise caution in accepting invitations to become online ‘friends’ with patients and their families.

5. Identifying yourself online as a Memorial University resident Eastern Health employee, or member of the CPSNL can portray an impression of these institutions for those people who have access to your profiles, blogs and networks. Be mindful of how others may perceive or be affected by your postings. Inappropriate, defamatory, inaccurate or incomplete postings may be harmful to others, damage relationships, and undermine these institutions’ reputations and commitment to patient care and education.

6. Do not post personal health information about an individual patient. Identifiable patient information, including images, should never be posted online or shared in electronic communications of a general nature.

   a) Residents must follow the provincial Personal Health Information Act (PHIA) which sets out the legal framework for how the personal health information of patients may be used, stored, accessed, and disclosed.

7. Do not provide medical advice online.

**DRESS CODE GUIDELINES**

- As physicians, along with other health professionals, your principal focus is your patient. Patients come from a wide range of cultures, diverse economic and educational backgrounds as well as a variety of age groups. In addition, patients and their families come to us often under a great deal of stress and vulnerability. It benefits us all to present ourselves as professionals who are sensitive and responsive to our patient’s expectations regarding appropriate identification and apparel while on active duty. In general, clothing must be clean, proper fitting, comfortable and non-restrictive.

**TRAVEL SAFETY GUIDELINES**

**Purpose**

To provide basic standards for resident safety with regards to clinical and/or academic activities and travel, both in and out of town.

**Principles**

Resident safety is a shared responsibility between the Faculty of Medicine, Eastern Health, clinical and academic departments, and residents.

**Responsibility of the Residency Program**

- To act promptly to address identified travel safety concerns and incidents and to be proactive in providing resources and support to residents encouraging safe travel.

- To provide an unscheduled day (travel day) between rotations to or from distributed training locations.

**Responsibility of the Resident**

- When traveling by vehicle, residents are expected to:
Adequately maintain their vehicle (e.g. winter tires, sufficient gas).

Be cautious of moose as they are very common across the island, including the St. John’s Metro area. Moose are most active at dusk and dawn, and appear more frequently during the peak months of May to September.

If long distance travel is required for clinical or academic assignments, residents should ensure that a colleague or the residency program office is aware of their itinerary.

In the event of a motor vehicle accident, while travelling for clinical or academic activities, residents are required to notify both the PGME office and residency program offices.

**Call schedule**

Residents should not drive home after call if they have not had adequate rest. It is recommended that residents avail of a taxi or bus service to return home.

Residents should not be on call the day before long distance travel for clinical or academic assignments by vehicle. When long distance travel is required in order to begin a new rotation, the resident should request that they not be on call the weekend preceding the beginning of the rotation.

Travel during inclement weather conditions:

- Residents are not to be expected to travel long distances during inclement weather for clinical or academic assignments. If such weather prevents travel, the resident is expected to contact their supervisor/residency program office promptly. Assignment of an alternate activity may be required.

- If a resident is unable to report to work during inclement weather (or expected to arrive late), the resident is expected to contact their supervisor/residency program office promptly. Upon return to work, the resident will be required to submit a leave day form to the residency program office.

- In cases of inclement weather within the metro area, residents should be aware that they are Eastern Health employees, and hospitals will remain open (even if Memorial University is officially closed). If a resident has patient responsibilities they must make every effort to report to work.

- If a clinical service decided to reduce or close services due to weather conditions, the resident may be able to remain home, or leave their work area early, with the approval of their supervisor/program director, and subject to operational requirements.
- Responsibility of Eastern Health

- Residents traveling to or from a training site where overnight accommodations are required, may stay in suitable commercial accommodations or, where residents choose, in personal accommodations. Residents traveling are expected to utilize economical accommodations and, where available, preferred rates. For this purpose, residents should identify themselves as traveling on behalf of Eastern Health. Reimbursement for costs of hotel accommodations will normally be based on single occupancy.

**CONSENT**

Informed consent is necessary (except in emergency situations) before performing any procedures or treatment other than simple or common procedures in which the risk is low and commonly understood. To give valid consent, a patient must freely consent to the treatment or procedure, having been given enough information explained in lay terms to make a knowledgeable decision whether to undergo the treatment or procedure. It is the treating physician’s duty and responsibility to obtain the consent personally; it may not be delegated to non-physicians.

**DOCUMENTATION**

The patient’s medical record is the key to communication and almost always becomes the primary source of evidence when a medico-legal matter arises. Your adherence to the documentation requirements of the affiliated hospital is essential.

**INFECTION CONTROL**

The need for ongoing education in patient safety, strict infection control and prevention has never been more apparent than it is now. In keeping with accreditation standards, a review of proper infection and control infrastructure is an integral part of the orientation received by all health care workers. Orientation programming provided by Eastern Health will review the necessary information and standards in place to minimize the risk of infection and transmission.

*Note: Infection control starts with you being protected. Please ensure your immunizations are up-to-date in accordance with occupational health and safety policy of the affiliated hospitals.*

**BLOOD BORNE PATHOGENS**

The CPSNL implemented a policy regarding blood borne pathogens (BBPs): College of Physicians and Surgeons of Newfoundland and Labrador *Blood Borne Pathogens Policy*. The FoM adopted its own policy: *Blood Borne Pathogens Policy*. You are advised to read and ensure you understand both policies.
LEGAL ISSUES

There is no certain way to avoid medical malpractice lawsuits; the most responsible physician can be sued. However, there are ways of reducing the risk of litigation, and these same ways, if not wholly successful in avoiding the legal unpleasantness, will make successful defense more likely.

1. Establish a good rapport with the patient.
2. Maintain good records on the hospital charts. The quality and legibility of your records reflect the quality of your practice. Hospital records, be they orders or clinical notes, should not only detail the date and year but also, the time – to the minute – whenever you make an entry.
3. Team work is stressed.
4. Read the nurses’ notes every day and communicate with them on the daily progress of the patients.
5. If you are unsure or worry about the patient after your assessment, inform and discuss with the senior resident or the attending physician as soon as possible. If the attending physician cannot be located, inform and discuss the patient in question with the on-call physician - there is an efficient back-up system available.
6. If you are called to evaluate several sick patients simultaneously, try to prioritize them according to urgency. If you feel that immediate assessment is of importance to all patients, enlist help from the senior resident and/or the attending physician.

MALPRACTICE INSURANCE

Professional malpractice refers to an event where a patient is injured because of medical negligence. Specifically, malpractice is present when 1) there is an act or failure to act which is below the standard of care, and 2) this act, or failure to act, results in a personal injury to the patient.

It is mandatory that all trainees purchase insurance through the Canadian Medical Protective Association (CMPA). For more information about CMPA, visit their website or call 1 800 267 6522.

Residents completing electives outside of Canada are responsible for ensuring they have appropriate licensure and malpractice coverage.

PRESCRIPTION WRITING

The privilege to write prescriptions is regulated by the CPSNL. As a resident, you are registered on the Educational Register of the CPSNL and are bound by their regulations. Inquiries regarding prescription writing privileges should be directed to Tanya Drover at tdrover@cpsnl.ca or 709 726 8546.

The Medical Regulations of the CPSNL permits prescription writing privileges to be granted to any resident who meets the following criteria:

- satisfies all requirements as outlined in Section 26 of the 2015 Medical Regulations
- passed Part I of the Medical Council of Canada Qualifying Examination
- successfully completed both the CPSNL online prescription writing and safe prescribing courses
- successfully completed four months of postgraduate CLINICAL training (i.e. provision of patient care)

The earliest date for new PGY 1 residents to write prescriptions is NOVEMBER 1.

Residents are required to provide a copy of their course completion certificate, as well as a letter from their program director, addressed to the Associate Dean of Postgraduate Medical Education, requesting prescription writing privileges. The CPSNL requires all prescription writing requests to come directly from the Postgraduate Medical Education Office.
PRESCRIPTION WRITING GUIDELINES

Use only Eastern Health approved abbreviations. The Health Care Corporation of St. John’s legacy abbreviations remain in effect until Eastern Health’s newly revised policy is released.

- The Clinical Documentation Policy states:
  - Avoid the use of abbreviations wherever possible. Use only abbreviations on the approved lists:
  - Abbreviations should not be used in consent forms and should be avoided in medication names.

Prohibited Abbreviations

According to the Institute for Safe Medication Practice (ISMP), some abbreviations are considered to be dangerous and contribute to errors. Prohibited abbreviations are not to be used in any form as they are often misread or misinterpreted. Medication orders containing abbreviations, symbols, and dose designations on ISMP’s Do Not Use list will NOT be accepted by pharmacies. Do Not Use stickers are applied to inpatient charts as helpful reminders of this patient safety practice.

*When in doubt, spell it out!*

The Regional Pharmaceuticals and Therapeutics Committee and the Medical Advisory Committee have approved the implementation of the Do Not Use list from the Institute for Safe Medication Practices (ISMP). Abbreviations, symbols and dose designations from the Do Not Use list have been implicated in medication incidents that have caused harm to patients.

Abbreviations, symbols, and dose designations from this list are prohibited in Eastern Health and must not be used in any medication related documentation or communication including, but not limited to:

- Written/verbal/computerized medication orders
- Preprinted orders and clinical pathways
- Medication administration records (MARs)
- Transcription of medical information
- Any part of the Health Record (e.g. progress notes, admission/discharge forms, consent forms)

Examples of misinterpretation of these abbreviations include:

- The abbreviation u for units may be read as a zero and thus cause a 10-fold increase in dosage (e.g. 6u of insulin may be read as “60” – to avoid this, spell out “units”).
- Abbreviation for microgram (µg) can be mistaken for milligram (mg) and cause a 1000-fold error in dosage (use mcg or microgram instead).
- QD intended for daily may be misinterpreted for QID (spell out daily).
- A 10-fold error in dosing may occur from lack of a leading zero (e.g. .5 mg interpreted as 5 mg), or addition of a trailing zero (e.g. 5.0 mg interpreted as 50 mg).

The Do Not Use List

1. Posted in patient care areas throughout Eastern Health.
2. Attached in sticker format in the inpatient charts.
3. Listed on a new medication order form for quick referencing.

*Please Note: To ensure patient safety when medication orders are written, please do not use these abbreviations, symbols and dose designations when writing medication orders or communicating medication-related documentation. If these abbreviations are used, it will result in delays in patients receiving their medications, since these medication orders will need to be clarified. Delays may have a negative impact on patient care.*
Medicine is a wonderful and fulfilling career, but like most professions, it has its challenges. Trying to balance the demands of residency and personal life can be difficult. Issues such as career choice, academic stress, interpersonal conflict, finances, and personal problems can arise and the stress associated with these issues can impact on your ability to learn, as well as on your overall health.

Dr. Susan Avery (CFPC) and Dr. Jennifer O’Dea (FRCPC), are the postgraduate counsellors for RCPSC residents and CFPC residents, respectively. Both are available for counselling on any issue that may arise during your residency and will connect you with appropriate outside services, if required. All counselling sessions are confidential.

You may contact Dr. Avery or Dr. O’Dea directly by phone, email, or through the PGME office.

**Dr. Susan Avery, Family Physician**  
Postgraduate Counsellor  
Royal College Residents  
Phone - (office) 709 864 6548  
Email - savery@mun.ca

**Dr. Jennifer O’Dea, Pediatrician**  
Postgraduate Counsellor  
Family Medicine Residents  
Phone - (office) 709 777 4520 (cell) 709 728 8108  
Email - jennifer.odea@easternhealth.ca
GLENN ROY BLUNDON CENTRE

The Glenn Roy Blundon Centre is a division of the University Counselling Centre (Student Affairs and Services). The mission of the Blundon Centre is to provide and co-ordinate programs and services that enable students with disabilities to maximize their educational potential and increase awareness of inclusive values among all members of the university community. Staff will assist students by facilitating access to information, services, and campus facilities in accordance with the university’s Academic Accommodation Policy for Students with Disabilities.

The Blundon Centre serves prospective and current students on the university’s St. John’s campus whose disabilities involve conditions affecting mobility, vision, hearing, learning (disabilities), chronic illnesses or mental health. Support is also provided to students with documented temporary illnesses and injuries. For additional information please visit mun.ca/blundon.

PHYSICIAN WELLNESS

The Newfoundland and Labrador Medical Association (NLMA) has launched the inConfidence Employee and Family Assistance Program for the members of NLMA. The inConfidence program is provided by Medavie Blue Cross while counselling and information services are provided by Ceridian Canada Ltd.

Ceridian will provide completely confidential professional counselling and information services for all NLMA members and their immediate family. You will have a choice of skilled and highly-trained counsellors available to you in your community, by telephone or online.

Work/life consultants are available to offer support with a wide variety of issues:

- Health and disability
- Emotional well-being
- Work
- Managing people
- Education
- Legal
- Financial
- Parenting and childcare
- Midlife and retirement
- Older adult concerns
- Grief and loss
- Many other everyday concerns

To obtain your inConfidence EFAP online login information, please contact the NLMA at nlma@nlma.nl.ca or call 709 726 7424 or toll-free at 1 800 563 2003.

To learn more about their services please call:
1 877 418 2181 or go online at myinconfidence.ca

EPHYSICIAN HEALTH

ePhysicianHealth.com is a free online resource in the form of an interactive website designed to help physicians maintain and enhance physical and mental wellness.

Developed by Canada’s leading physician health and e-learning experts, including Dr. Derek Puddester (MUN Class of 1995), the site is divided into 13 modules, focusing on specific health issues.

According to Dr. Puddester, “Nothing is taboo. Substance use disorders, anxiety, nutrition and fitness, depression, burnout, suicide. The most personal subjects are addressed – with real solutions and readily available resources.”

1CMF Annual Report 2009
EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP)

The EFAP is a benefit program for employees of Eastern Health. It is broad in scope and is designed to provide confidential professional assistance for a wide range of personal and interpersonal problems to help employees live healthy, productive lives. Confidentiality is the corner stone and most important element in the program. The EFAP can be accessed by calling 709 777 7777.

HEALTH SERVICES

Student Health Centre
Residents in the Faculty of Medicine are encouraged to have a family physician. Residents who do not have a family physician in the St. John’s area may choose to avail of the Student Health Services on campus. As a student of Memorial, the Student Health Centre is available to you and your family.

- Appointments for physicians are scheduled from Monday to Friday, 9:00 a.m. – 4:00 p.m.
- Appointments for nurses are available on Monday, Wednesday and Friday, from 8:00 – 11:30 a.m. and 2:00 – 2:45 p.m. and on Tuesday and Thursday from 8:00 – 11:30 a.m.
- Walk-in clinics are also available on Monday, Wednesday and Friday starting at 1:00 p.m. Student Health asks that you restrict same-day walk-in appointments to the immediate problem at hand, and book a later appointment for other issues. For further information, please visit their website www.mun.ca/health/.
- Please note that the Student Health Centre has been relocated to the fifth floor of the University Centre.

Contact information
Student Health Services
Memorial University of Newfoundland
University Centre, UC 5000
St. John’s, NL, A1C 5C9
Phone: 709 864 7597 Fax: 709 864 2087

Resident Physicians (Non-University Affiliated)
Some residents may wish to have a family physician who is not affiliated with the university. The postgraduate office has recruited family physicians from the St. John’s area who have agreed to see residents as patients.

Contact information
Dr. Pinos Mpiana
The Good Shepard Medical Center
228 LeMarchant Road
St. John’s, NL
A1E 1P7
709 722 1227

Dr. Wael Shublaq
Medical West Clinic
644 Topsail Road
St. John’s, NL
A1E 2E2
709 368 0094

Family Physicians

To find full listings of family physicians across the province, who are accepting new patients, you can call the Department of Health at 709 729 4984.
RESPECTFUL LEARNING ENVIRONMENT FOR MEDICAL EDUCATION POLICY

Overview
University-based medical education programs are structured to produce high-caliber medical practitioners who have the knowledge, skills, and confidence to meet the health care needs of our society. To increase the Medical Education Learner’s chances of success during their education, such programs should strive to maintain both supportive and respectful workplaces and learning environments that are free from intimidation and harassment.

This policy replaces the PGME’s Policy on Intimidation and Harassment (2006).

Purpose
To outline the expectations, guidelines, and processes that are intended to support individuals and sustain a respectful learning environment free from intimidation and harassment in Undergraduate Medical Education (UGME) and Postgraduate Medical Education (PGME) at Memorial University of Newfoundland (the University).

Scope
All interactions in the Learning Environment wherein the Learner experiences behavior that is in violation of the policy.

For employee-employee situation, please refer to the University’s Respectful Workplace Policy.

Memorial has a Sexual Harassment Office located on the third floor of the Student Centre (UC3000). The adviser, Catherine Morris, is available for discussing a situation that you think may be harassment (including sexual) or discrimination, and can advise you on possible courses of action. All inquiries are confidential. Further details are available on their website located at mun.ca/sexualharassment.

WELLNESS CONSULTANT
The role of the wellness consultant focuses on improving the quality of life and welfare of students, providing counseling to students in distress, and developing individualized coping mechanisms.

Please contact:
Michelle Snow
Student Wellness Consultant, Student Affairs and Services
Faculty of Medicine, Suite M2M120
Phone: 709 864 6349 Fax: 709 864 6360
E-mail: studentwellness@med.mun.ca
SUPPORT SERVICES AT DISTRIBUTED SITES

Resident support co-ordinators/physicians and other professionals have been identified throughout various regions in Newfoundland and Labrador, and New Brunswick to provide assistance and support. You are encouraged to reach out to individuals located in the area you are practicing in. You may also contact PGME for assistance.

**Labrador-Grenfell Region:**
Fatima Osomo  
Academic Program Administrator  
NorFam  
Labrador Health Centre  
P.O. Box 7000, Station C  
Happy Valley-Goose Bay, NL AOP 1CO  
709 897 2033, 709 897 2154 (F)  
Fatima.Osomo@lghealth.ca

Dr. Karen Horwood  
Regional Physician Lead  
Goose Bay  
709 897 2254 or 709 897 2372  
Karen.Horwood@lghealth.ca

**Western Region:**
Lavinia Chin  
Academic Program Administrator  
c/o Western Memorial Regional Hospital  
P.O. Box 2005,  
1 Brookfield Avenue Corner Brook, NL A2H 6J7  
709 632 2035, 709 632 2012 (Fax)  
Rmen.Western@med.mun.ca

**Corner Brook:**
Dr. Erin Smallwood  
Stream Director  
Erin.Smallwood@med.mun.ca

Dr. Dennis Rashleigh  
Regional Physician Lead  
709 637 5000, ext. 5168  
dennisrashleigh@hotmail.com

**Burin:**
Dr. Stacy Saunders  
Regional Physician Lead  
709 891 5005  
Saunders_stacy@hotmail.com

**Central Region:**
Gail Rowsell  
Academic Program Administrator  
James Paton Memorial Hospital  
125 Trans – Canada Highway  
Gander, NL A1V 1P7  
709 682 1836, 709 489 4233 (F)  
Rmen.Central@med.mun.ca

**Grand Falls-Winsor:**
Dr. Lynette Powell  
Stream Director  
709 292 3000  
lpowell@khsi.ca

**Gander:**
Dr. Carmel Casey  
Regional Physician Lead  
709 424 5785  
709 256 7101, ext 263  
casey@warp.nfld

**Eastern Region:**
Cassandra Ingram  
Academic Program Administrator  
c/o D.M. Brown Building  
35 Tilley’s Road  
Clareville, NL A5A 1Z4  
709 466 7560, 709 466 6982 (F)

**Clareville:**
Dr. Blaine Pearce  
Regional Physician Lead  
709 466 4204
For students studying/practicing in New Brunswick, below you will find a list of student affairs support persons located throughout New Brunswick.

Fredericton
Dr. Bonita L Boone
P.O. Box 4400
Fredericton, NB E3B 5A3
506 453 4837
bboone@unb.ca

Mallory Flowers
506 447 4487
Mallory.flowers@horizonnb.ca

Miramichi
Dr. Jeff Hans
250 Pleasant St.
Miramichi, NB
E1V 1Y5
506 622 1971
officefordr.hans@yahoo.ca

Moncton
Dr. Sylvie Ouellette
135 MacBeath Ave.
Moncton, NB
E1C 6Z8
506 860-2796 or
506 866-2039
dr.sylvie.ouellette@horizonnb.ca

Saint John
Dr. Pam Forsythe
100 Tucker Park Road
Saint John, NB E2L 4L5
506 636 6004
Pamela.Forsythe@dal.ca

Pam Murphy
506 636 6007
Pamela.Forsythe@dal.ca

HOUSING ACCOMMODATIONS

Sandra Badcock is the Accommodations Coordinator for the Faculty of Medicine. When residents are completing core rotations outside St. John’s or their home-base (for Family Medicine), housing accommodations are provided by Memorial University. The regional staff at the Rural Medical Education Network will place residents in shared accommodations. For any resident who requires alternate accommodations, they are encouraged to touch base with Sandra at least 8 weeks before they start their rotation to discuss their accommodations options. Sandra can be reached RMEN.Accommodations@med.mun.ca or 709 864 3486. For more information about accommodations please visit www.med.mun.ca/RMEN/Learners.
HELPFUL LINKS AND CONTACTS

- Canadian Medical Association
  www.cma.ca
- Resident Matching Service
  www.carms.ca
- Central Health
  www.centralhealth.nl.ca
- Natalie Nichols
  natalie.nichols@centralhealth.ca
- CMPA
  www.cmpa-acpm.ca
- College of Family Physicians of Canada
  www.cfpc.ca
- College of Physicians and Surgeons of NL
  www.cpsnl.ca
- Communities of Newfoundland and Labrador
  www.communityaccounts.cast.johns.ca
  explorenewfoundlandlabrador.com
- Department of Health
  Dan Fitzgerald
  danielfitzgerald@gov.nl.ca
- Eastern Health Recruiter:
  Lisa Andrews, 709 777 4223
  lisa.andrews@easternhealth.ca
- Eastern Health
  www.easternhealth.ca
- Labrador-Grenfell Health
- Labrador- Grenfell Health Recruiter:
  Subhadra Patra, 709 897 2281
  subhadra.patra@lghealth.ca
- MD Management:
  Charlie McCarthy
  charles.mccarthy@cma.ca
- MUN Faculty of Medicine:
  www.med.mun.ca
  - Student Affairs
    www.med.mun.ca/StudentAffairs
  - Undergraduate Office
    www.med.mun.ca/ugme
- Postgraduate Medical Education
  www.med.mun.ca/pgme
- Newfoundland and Labrador
  Medical Association
  www.nlma.nl.ca
  NL Bursary Program
  www.health.gov.nl.ca/health
- NL Physician Recruitment
  www.nlphysicianjobs.ca
- PARNL
  www.parnl.ca
- Royal College of Physicians & Surgeons of Canada
  www.royalcollege.ca
- Western Health
  www.westernhealth.ca
- Western Health Recruiter:
  Sarah Rousseau
  sarahrousseau@westernhealth.ca
- Sandra Babcock (Accommodations Coordinator)
  rmen.accomodations@med.mun.ca