

## *Pharmacy Student Code of Professional Responsibility*

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Each student recognizes that his or her primary responsibility while on Advanced Practice Experiences is the care of his or her patients and that the patients' health and welfare is paramount over a student's personal educational objectives. The students will respect each patient's privacy and dignity and will maintain confidentiality with regard to information about patients.

Each student recognizes his or her responsibility to consult with the preceptor(s) or attending physicians regarding each patient's management.

Each student recognizes that part of his or her practice experience obligation includes providing coverage when assigned (e.g., at clinic or hospital, at night or on weekends). When such an assignment is made, a student will abide by it or make suitable alternative arrangements with the preceptor who made the assignment. If a student is convinced that such an assignment is inappropriate, the matter must be discussed with the preceptor and with the Director of Experiential Education.

This code represents general standards of behavior and illustrates ideals to strive for. It should be understood that these general standards might not afford guidance in every possible scenario.

### *Respect and Concern for the Welfare of Patients*

The student will:

- Treat patients and their families with respect and dignity both in their presence and in discussion with others.
- Recognize when one's ability to function effectively is compromised and get relief or help.
- Recognize the limits of student involvement in the medical care of a patient and seek supervision or advice before acting when necessary.

### *Respect for the Rights of Others*

The student will:

- Interact with professionals, staff, peers and members of the health care team in a considerate manner and with a spirit of cooperation.
- Act with egalitarian spirit towards all persons encountered in a professional capacity regardless of race, religion, gender, sexual preference or socioeconomic status.
- Respect the patient's modesty and privacy.

### *Trustworthiness*

The student will:

- Be truthful in communication to others.
- Maintain confidentiality of patient information and the confidential, proprietary information of the advanced practice experience site.
- Admit errors and not knowingly mislead others or promote oneself at the expense of the patient.
- Not misrepresent him or herself as a pharmacist or other health care professional.
- Accurately acknowledge the source of all information reported. Failure to comply shall be considered plagiarism.

### *Responsibility and Sense of Duty*

The student will:

- Participate responsibly in the care of the patient to the best of his or her ability and with appropriate supervision.
- Complete patient care responsibilities and other assignments before leaving the site each day.

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- Notify the responsible person if something interferes with his or her ability to perform the task effectively.
- Consistently demonstrate productive activity during the advanced practice experience.

### *Professional Demeanor*

The student will:

- Maintain a neat and clean appearance, and dress in attire that is accepted as professional to the patient population served and is in line with the dress code at the institution of the advanced practice experience.
- Be thoughtful and professional when interacting with patients and families.
- Maintain composure during times of fatigue, professional stress, or personal problems.
- Avoid offensive language, gestures, or inappropriate remarks.
- Not be on site while under the influence of alcohol and/or illicit drugs.
- In addition to the standards we have adopted for the conduct of the students, they should expect to be treated with respect as participants in the delivery of health care.

### *Preceptor Conduct*

The preceptor should:

- Challenge the student to learn, but should not subject the student to a hostile environment at any time.
- Not discriminate against the student on the basis of gender, race, religion, sexual preference or socioeconomic status.
- Provide an opportunity for the student to be a participant in patient care decisions whenever possible.
- Assure that the student's pharmacy education take priority over tasks that are inappropriate to the learning experience.

If a preceptor feels a student lacks adequate knowledge or skills, he or she has the responsibility to inform and instruct that student so he or she can improve his or her performance.

If the student feels that a preceptor has committed an infraction against these standards, he or she has the responsibility to inform that preceptor, whether by direct contact or by way of an honest and professional evaluation at the end of the experience, of such feelings so that he or she can improve his or her behavior.

## **ETIQUETTE**

Etiquette is defined as the rules and conventions governing correct or polite behavior in a professional group or situation; having good manners, following protocol, custom, or decorum. Etiquette is applied to all interactions with patients, colleagues, and health care professionals. This applies to both verbal and written communications.

*Verbal etiquette refers to the following situations*

- phone conversations
- patient education
- health care provider interactions
- speaking with pharmacists when calling for copies
- committee meetings (P&T, office, team meetings, etc)

*Written Etiquette*

- emails (professional vs. casual correspondence)
- written letters and correspondence

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- communication via fax to health care providers
- MTM reviews and consideration of change in drug therapy
- patient education documents
- researching patient/health care provider questions
- communication with IPPE/APPE sites and preceptors
- communication with the College of Pharmacy

### *Etiquette Involves:*

- responding in a timely manner
- presenting yourself by name
- informing preceptors of your whereabouts
- professional dress and attitude
- responding in a culturally appropriate manner
- knowing your audience
- use of appropriate terminology in different situations
- right time and place to speak up

### *Patient Etiquette*

Respect for patient involvement in the decision making process is key and empowerment for self care is our goal. Open-ended questions should be used when educating patients.

### *Health Care Provider Etiquette*

Humility is necessary when addressing health care providers, especially when drug therapy advice is given. Have respect for the provider's diagnosis and suggest therapy improvements with tact.

Remember, you are representing the University of Minnesota - College of Pharmacy in every interaction you perform!

*"Campbell University College of Pharmacy and Health Sciences" <http://www.campbellpharmacy.net/index.html>*