



# Sharif Medical & Dental College, Lahore

Jati Umra, Raiwind Road, Lahore

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## Code of Conduct for Postgraduate Residents at Sharif Postgraduate Medical Institute (SPGMI)

### 1. Purpose

- The purpose of this Code of Conduct is to set forth the expectations and standards of professional behavior for postgraduate residents at Sharif Postgraduate Medical Institute (SPGMI). This policy aims to ensure that postgraduate residents maintain high ethical, professional, and academic standards while contributing to the overall mission and values of SPGMI.

### 2. Scope

- This Code of Conduct applies to all postgraduate residents (including MD, MS, FCPS, M.Phil, and other postgraduate trainees) enrolled at SPGMI.

### 3. General Principles

- Postgraduate residents are expected to adhere to the highest standards of professionalism and ethical behavior. They must:
- Uphold the dignity and integrity of the medical profession.
- Prioritize patient care and safety above all else.
- Respect the confidentiality of patients, colleagues, and institutional information.
- Foster an environment of learning, teamwork, and respect within SPGMI.
- Demonstrate a commitment to continuous personal and professional development.

### 4. Professional Conduct

- **Respect and Courtesy:** Residents must treat all patients, faculty, staff, and fellow residents with respect, courtesy, and kindness. They are expected to maintain a professional demeanor in all interactions.
- **Punctuality and Attendance:** Residents must adhere to the established work schedule, be punctual for all clinical and academic activities, and notify their supervisor if they are unable to attend due to illness or other legitimate reasons.
- **Professional Appearance:** Residents are expected to maintain a clean, neat, and professional appearance in accordance with the dress code established by SMCH, which may include wearing hospital uniforms and identification badges.
- **Confidentiality:** Residents must maintain the confidentiality of patient information, academic records, and any other sensitive information, in accordance with SPGMI's confidentiality policies and ethical standards. Disclosure of confidential information is strictly prohibited unless required by law or with patient consent.
- **Ethical Behavior:** Residents are expected to practice ethically, in accordance with the medical code of ethics and the ethical standards of SPGMI. This includes honesty, integrity, and the avoidance of any form of harassment, discrimination, or bias.

### 5. Academic and Clinical Responsibilities

- **Patient Care:** Residents must provide the highest quality of patient care under the guidance of attending faculty, ensuring patient safety, well-being, and privacy at all times.
- **Clinical Supervision and Feedback:** Residents must actively participate in clinical supervision, adhere to feedback from faculty, and demonstrate continuous improvement in clinical skills.
- **Learning and Self-Development:** Residents are expected to engage in all academic activities (e.g., lectures, seminars, case presentations, and research). They should make consistent efforts toward self-directed learning and seek opportunities for personal and professional growth.
- **Research and Scholarly Activity:** Residents should participate in ongoing research and academic projects. They must adhere to institutional guidelines and ethical standards for research and scholarly activity.

## **6. Accountability and Professional Behavior**

- **Workplace Conduct:** Residents must adhere to Sharif Trust's policies regarding harassment, discrimination, substance abuse, and other behavioral standards. Any form of bullying, intimidation, or misconduct will not be tolerated.
- **Teamwork and Collaboration:** Residents should collaborate effectively with colleagues, nursing staff, and other healthcare professionals. They are expected to demonstrate respect for different roles and contribute positively to team dynamics.
- **Responsibility for Patient Safety:** Residents must be diligent in reporting any concerns regarding patient safety, clinical errors, or unsafe practices to the appropriate supervisory personnel or authorities.

## **7. Communication and Documentation**

- **Effective Communication:** Residents must communicate clearly and respectfully with patients, families, and colleagues. This includes verbal, written, and electronic communication.
- **Documentation:** Residents are responsible for maintaining accurate, timely, and complete medical records, including patient histories, examination findings, progress notes, and treatment plans.

## **8. Discipline and Accountability**

- Failure to adhere to the Code of Conduct may result in disciplinary action, including but not limited to:
  - Verbal or written warnings
  - Probation
  - Suspension
  - Termination from the residency program
  - Legal or ethical proceedings if warranted by the violation
- Disciplinary actions will be taken after a fair and thorough review of the incident in accordance with SPGMI's policies and procedures.

## **9. Alcohol and Substance Abuse**

- Residents must refrain from using alcohol or illicit substances during work hours or when on-call. Any resident found to be under the influence of alcohol or drugs during their duties will face immediate disciplinary action, including suspension or termination from the residency program.

## **10. Harassment and Discrimination**

- SPGMI is committed to providing an environment free of harassment, discrimination, and any form of inappropriate behavior. Residents are expected to adhere to the institution's policies regarding workplace harassment and discrimination. Any violation of these policies will result in serious disciplinary action.

## **11. Conflicts of Interest**

- Residents must avoid any situations that could be perceived as a conflict of interest, such as accepting gifts or engaging in personal relationships that could influence professional judgment or patient care.

## **12. Grievance Procedure**

- Residents who feel that their rights have been violated or have concerns about the program, patient care, or faculty conduct can file a grievance. The grievance process will be handled through the Office of the Dean or other designated authorities, ensuring a fair and timely resolution.

## **13. Policy Review**

- This Code of Conduct will be reviewed and updated periodically to ensure it remains aligned with SPGMI's mission, values, and the evolving needs of the medical profession. All residents will be notified of any changes to the policy.

**Principal**

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## Feedback Policy for Sharif Postgraduate Medical Institute (SPGMI)

The purpose of this Feedback Policy is to provide a clear and systematic framework for the collection, analysis, and utilization of feedback from students and faculty, staff, and patients at Sharif Postgraduate Medical Institute (SPGMI). This policy aims to improve the quality of education, clinical services, and overall institutional performance by promoting a culture of continuous improvement based on constructive feedback.

### Scope

- This policy applies to all individuals involved with SPGMI, including students, faculty. It covers feedback related to academic programs, clinical services, administrative processes, and overall institutional effectiveness.

### Feedback Process

- Annual Feedback regarding teaching quality, course content, learning resources, assessments, faculty performance and institution support will be taken regularly.
- Feedback form will be regularly distributed to students, residents, faculty, and patients to gather both quantitative and qualitative feedback.

### Formal Complaints:

- A structured process for submitting formal complaints related to any aspect of SPGMI, including academic, clinical, or administrative issues.

### Feedback Management and Analysis

- Based on the analysis of feedback, actionable plans will be developed to address issues and implement improvements. These plans will include timelines, responsible parties, and expected outcomes.
- The results of feedback analysis, along with the actions taken, will be communicated to relevant stakeholders, including students, faculty, and staff, through regular reports, meetings.
- All feedback will be treated with confidentiality, and any personally identifiable information will be kept private unless the individual providing the feedback gives explicit consent for disclosure.
- Feedback submitted anonymously will be reviewed, but there may be limitations in addressing concerns that require further clarification.
- SPGMI is committed to addressing feedback in a timely manner. All feedback, especially formal complaints, will be acknowledged within 5 working days, and responses or action plans will be communicated to the individuals or groups concerned within a reasonable timeframe.
- For ongoing concerns or complex issues, SPGMI will provide periodic updates on the status of resolutions.

### Policy Review and Updates

- This policy will be reviewed annually to ensure it remains aligned with the institution's goals, legal requirements, and best practices in feedback management.
- Any updates or revisions to this policy will be communicated to all stakeholders through appropriate channels.

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## Policy on Confidentiality of Students' Medical and Academic Records at SPGMI

### 1. Purpose:

- This policy establishes the guidelines for ensuring the confidentiality and protection of students' medical and academic records at Sharif Postgraduate Medical Institute (SPGMI). The policy aims to uphold the privacy rights of students and comply with applicable laws and regulations regarding data protection.

### 2. Scope:

- This policy applies to all employees, faculty and staff of SPGMI who have access to student records, including medical, academic, and personal information. This includes records maintained in both physical and electronic formats.

### 3. Definitions

- Student Records: Includes any personal, academic, medical, or financial information related to an individual student.
- Academic Records: Includes grades, transcripts, class attendance, performance evaluations, and course registration details.
- Medical Records: Includes health history, medical diagnoses, treatment plans, prescriptions, and any medical reports or notes maintained by the institute's health services.

### 4. Confidentiality Obligations

- All medical and academic records are confidential and must not be disclosed to unauthorized individuals or parties without the explicit consent of the student, except as required by law or regulation.
- Access to student records should be limited to authorized personnel who require this information to perform their duties (e.g., faculty, administrative staff, healthcare providers).

### 5. Protection of Medical and Academic Records

- Medical and academic records must be stored securely in both physical and electronic formats to prevent unauthorized access, loss, or theft.
- Physical Records: Must be kept in a locked and secure location (e.g., filing cabinets, restricted access rooms).
- Electronic Records: Must be stored in secure systems with access control, encryption, and password protection.
- Medical records should be separated from academic records to ensure that sensitive health information is protected.

### 6. Access and Disclosure

- Medical Records: Students may provide written consent for the disclosure of their medical records to healthcare providers, family members, or other entities. Such consent must be documented in writing.
- Academic Records: Academic records may be disclosed only to authorized academic and administrative personnel or to external entities (such as accrediting bodies) with the student's consent or as required by law.

- Emergency Situations: In case of an emergency, medical records may be shared with relevant healthcare providers without prior consent if the student's health or safety is at risk.

### **7. Students' Rights**

Students have the right to:

- Request access to their own medical and academic records.
- Correct any inaccuracies in their records, subject to SPGMI's review and approval.
- Withdraw consent for the release of their information at any time, subject to legal and academic constraints.

### **8. Retention of Records**

- Medical and academic records should be retained for a period as mandated by applicable laws and regulations. Once the retention period expires, records must be securely destroyed to prevent unauthorized access.

### **9. Training and Awareness**

- All employees, faculty, and staff involved in handling student records will receive training on this confidentiality policy and the importance of data protection.
- Continuous awareness programs will be conducted to reinforce the commitment to maintaining confidentiality.

### **10. Violations and Penalties**

- Any violation of this policy, including unauthorized access, disclosure, or mishandling of student records, will result in disciplinary action, which may include termination of employment, suspension, or legal action, as applicable.

### **11. Policy Review**

This policy will be reviewed and updated regularly to ensure compliance with relevant laws, regulations, and best practices related to data protection and student privacy.

## **Principal**

Sharif Medical & Dental, College