iCELS Standardized Patients Code of Professionalism
University of Massachusetts Medical School (UMMS)

As education professionals, we affirm the common standards outlined below, in accordance with the Association of Standardized Patient Educators (ASPE) Standard of Best Practice and applied specifically to our UMMS community. Adherence brings quality, accountability, responsibility and trust to the iCELS program, faculty and learners we serve. I will adhere to the following expectations:

**PUNCTUALITY**

- Arrive for assigned cases and trainings by the time listed in *When I Work* to support on-time start.
  - In the case of unavoidable delay (acute illness, transportation failure or family emergency) I will contact the iCELS event manager by phone as early as possible, so back-up arrangements can be made. If unable to connect with the iCELS event manager directly I will call the iCELS main number: 774-455-3700. If after hours I will call the iCELS after hours number: 508-340-1564

**DEPENDABILITY**

- Full commitment to a project from start to finish.
- Be prepared for all trainings and project assignments (see Case Competency expectations [https://umassmed.edu/icels/services/standardizedpatient/for-active-sps/SP-policies/](https://umassmed.edu/icels/services/standardizedpatient/for-active-sps/SP-policies/))
- Be available by phone 1.5 hours prior and .5 hours past the project start time when assigned as an Alternate. (the period of time paid to all Alternates).
- Check and update *When I Work* regularly to acknowledge, drop or swap new assignments.

**RESPECT**

- Contribute to an environment in which everyone is treated with respect and dignity.
- Maintain a professional tone and decorum during projects and training sessions.
- Use appropriate channels (iCELS management, SP Council, suggestion box) to raise issues and ideas.
  - Concerns may also be brought to the UMMS Diversity and Inclusion Office (DIO) [https://www.umassmed.edu/dio/equal-opportunity/civility/](https://www.umassmed.edu/dio/equal-opportunity/civility/)

**CONFIDENTIALITY**

- Discuss students or their performance only with appropriate project faculty or trainer, iCELS management, or in a staff-supervised training session. If I must communicate about a learner by email I will write ‘secure and confidential’ in the subject line and will not include full student names if possible.
- Respect the privacy of learners who receive academic accommodations by not discussing or drawing attention to these arrangements.
- Discuss SP performance only with appropriate project faculty, iCELS staff, or trainer.
- Treat cases and checklists as secure property of UMass Medical School
- I will not discuss or share the content of any material outside the UMMS SP Program.

**DRESS**

- Present a neat, casual-professional image during projects that do not require specified clothing.
- Wear a robe if I wear a johnny outside the exam room
- Avoid heavy fragrances which can cause allergic response or distraction
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**CELL PHONE USE**
- I will silence and will not use a cell phone during training sessions or work with learners, except during breaks.

**LEARNING ENVIRONMENT**
UMMS is committed to providing a supportive and respectful learning environment that fosters mutual trust and understanding between learners and members of the educational community. Harassment behavior, either verbal or physical that creates any form of intimidation, discrimination, humiliation or other offensive environment is NOT tolerated at UMMS. For more information visit the DIO website: [https://www.umassmed.edu/dio/equal-opportunity/](https://www.umassmed.edu/dio/equal-opportunity/)

- As a professional in an educational institution I will not initiate personal communication with learners through social media or other mechanisms.
- If a learner initiates personal communication with me, I will contact my supervisor.

**DRUGS & ALCOHOL**
- I will not use alcohol, illegal or recreational drugs prior to or during scheduled work hours.
- I will not smoke cigarettes or vape in or around the Medical School or off-site locations.

**CONFLICT OF INTEREST**
- Performing an assessment with a learner with whom you have a personal relationship compromises that work and thus is not allowed. I will review my schedule in advance and bring any conflicts to the attention of iCELS staff as soon as I identify them, so adjustments can be made.
- I will not work for other Standardized Patient Programs outside of the UMMS iCELS program.

**ATTESTATION**
I have read, understand and will promote the professional expectations noted above as a standardized patient and member of the UMMS iCELS staff.

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Name (please print)                      Signature          Date