

# University of Illinois College of Medicine at Peoria

## Communications Policies and Services

Effective communication skills are key elements of professional behavior. This includes being accessible and responsive. It is your responsibility to ensure that the COM has up to date and accurate contact information for you so long as you are enrolled. UICOMP should at all times have at least one means whereby we can reach you. College of Medicine guidelines for adhering to standards of professionalism with respect to communications are included at the end of this document.

In addition to maintaining up-to-date contact information, you are expected to inform the Office of Academic Affairs if you plan to be away from the COM at any times other than the normal vacation and holiday periods. In addition to informing a central site (Academic Affairs or Student Affairs) about address or contact information changes, the conscientious professional will notify other key persons and locations of changes in contact information.

**Student Mailbox.** Mailboxes with combination-type locks are provided for all students on the second floor of UICOM-P, adjacent to the Student Lounge. Check your mailbox in a timely manner so that you can be aware of relevant current information.

Additionally, **bulletin boards** are located above and adjacent to the mailboxes for posting of notices pertinent to the student body. It is the student's responsibility to check the bulletin boards and mailbox regularly or make other appropriate arrangements when out of town. Failure to do so is not an acceptable excuse for missing important notices, deadlines, etc.

The mailbox is intended for COM correspondence. *Do not* direct personal mail to your student mailbox. Students are strongly advised to have all personal mail delivered to their homes or other permanent addresses.

**US Postal Service Mailing Address.** Provide school officials with an accurate address where you can be expected to receive mail in a timely fashion. Student Affairs maintains the student directory. Notify Student Affairs any time your address changes.

**E-mail.** Students are provided with a computer account and e-mail address for the duration of their enrollment at UICOMP. Maintain and regularly check your uic.edu e-mail address. All official electronic correspondence will be sent there. Many informative and time-sensitive notices are sent by e-mail To your UIC e-mail address. Messages coming into the UICOM-P system from non-UIC accounts may be treated as "Junk Mail" and be automatically deleted. To avoid missed communications, whenever you send a message to a UICOM-P staff member or Listserve be sure to send it from your UIC email account.

**Telephone.** Keep your local and emergency contact numbers updated and on file in the Student Affairs office.

**Pager/Mobile Phone.** With the onset of year three, you, like other physicians, will be required to carry a pager or mobile phone with paging capabilities so that you can be reached on short notice. The pager number must be a *LOCAL* number. Keep your pager/mobile phone number updated and on file in the Student Affairs office.

UICOMP cannot be responsible for "failure to notify" students of important information when the student provides inaccurate information or does not check communication venues in a timely fashion.

**The “Dean’s Mailbox”.** Students are invited to use this mailbox, located on the second floor, to send suggestions, concerns, questions, critiques, comments, or praise to the "powers that be." The Assistant Dean for Student Affairs reviews the contents of this mailbox at least once per month. The Dean works with SGA and/or other staff and faculty as necessary to develop appropriate responses or referrals. The nature of the comments and the Dean's replies will be summarized for the student body. Messages may be anonymous - or not. Senders who sign their comments will be asked for permission before their names are released to anyone else. Requests for confidentiality will be honored unless keeping such confidence creates a risk of harm to property or persons.

### **Professionalism Guidelines for Student Communications with COM faculty, Staff, and Officials**

In accordance with the standards for professionalism, medical students are expected to maintain communication with the College of Medicine whether actively enrolled or on leave. This expectation includes but is not limited to the following:

- Students are responsible for maintaining up-to-date and functional contact information, including mailing address, phone number, pager number (if applicable) and email address, on file in the appropriate administrative office of the student's campus.
- Students are responsible for maintaining accurate contact information on the university-wide student database.
- Students are responsible for monitoring their mail, email, and telephone to ensure timely receipt of messages from the COM and its officials.
- Students are expected to respond as requested to communication from faculty, staff, officials, and health care team members in a timely manner. In the absence of a specific deadline or obvious emergency requiring immediate response, students should strive to respond within 72 hours of receipt of a message or request, including, but not limited to, emails, phone calls, pages, or written notices.
- Students are expected to appear promptly for scheduled appointments and meetings.
- Students are expected to notify COM officials promptly of any problems that may interfere with compliance with these expectations.

Failure to meet communication expectations may result in documentation of unprofessional behavior, review by the appropriate college committee, and/or disciplinary action in accordance with the standards for student conduct of the COM and/or UIC.