

Default Question Block

Stanford's Medical Scribe Fellowship (COMET) Fellow Expectations (2021-2022)

You are now a part of the Stanford Health Care Team. It is a privilege to be a part of the care team and care for patients and their families. Fellows of the COMET Program see many rare and unique cases because of the world-class, specialized care provided at Stanford Health Care. We also have patients with complex psychosocial issues, many of whom feel abandoned by the healthcare system and come to us looking to be treated with the highest standard of care. It is your responsibility to treat the patients with the utmost respect and professionalism.

We have no concerns about your ability to be professional – you have impressed us in your interview and your application. We want to remind you to continue to be sensitive and alert to conversations around you, as well as to be aware of possible emergent situations.

1. Punctuality.

Be on time for your shifts by arriving 15 to 30 minutes prior to the scheduled clinic start time. Be present for the pre-shift huddle between your physician and their patient care coordinator (PCC), which often begins ten minutes prior to the scheduled clinic start time.

2. Completing your responsibilities in a timely manner.

This includes completing your charts before end of clinic hours and communicating with physicians and fellows in an expedient fashion. This also includes ensuring that your presentations for cohort meetings are thorough and well-prepared.

Clinic hours are typically from 7:30am to 5:30pm Monday through Friday (exceptions in Internal Medicine, Family Medicine, and Express Care). You are not expected to be in

clinic outside of clinic hours. If you choose to, you are welcome to stay with your mentor beyond your shift times to finish seeing patients and to review notes with your mentor.

3. Personal Presentation

Speech

- Conduct all interactions with a positive tone.
- Provide feedback in private and in a constructive manner.
- Practice attentive and active listening; be patient and hear people out. Apologize for problems, inconveniences, and delays in service. Avoid blaming other departments.
- Speak only in English or the patient's native language when you are with patients.
- Speak in moderate tones; be aware of the level of your voice in the hallways, elevators, work areas, and patient waiting or dining areas.

Dress

- Wear your nametag in an easily viewable location (collar of coat, top, or dress).
- Do not wear cologne or perfumes.
- Tattoos should be covered.
- Jewelry should be minimal and understated.
- Clothing should not have rips, tears or frayed edges.
- Do not expose your midriff.
- Clothing should allow for an appropriate range of movement, and should not be flashy or draw attention.
- Button-down shirts (with or without ties), professional tops, or blouses should be worn and should avoid low-cut necklines.
- Tank tops, T-shirts, and thin or “spaghetti-style” straps on tops are not appropriate.
- Pants, slacks, skirts, or dresses are appropriate. Legs should be covered to the knee.
- Do not wear jeans or shorts
- Dress shoes, low heels, or flats should be worn. Avoid open-toed shoes, flip-flops, tennis shoes, or porous shoes.
- Hair should be appropriate for the professional setting. Maintain a groomed appearance with appropriate shaving or trimming of beards or facial hair.

4. Application support

When asking for letters of recommendation, it is best to do so with at least a 2-month notice. Be prepared to provide your personal statement draft and/or resume for the mentor to refer to.

When asking mentors for personal statement review, give a reasonable time period, such as 2 weeks for the mentor to review and give feedback.

5. Logistical Details and Support

We are very grateful for the investment that our scribe fellows and faculty mentors make into the COMET Program. Many of our scribes and mentors go to great lengths to support each other. Because scribes are a valuable part of the healthcare team, patients and health professionals notice when they are not present. This section details expectations in order that everyone's time and commitments may be well respected.

Notify your mentors of any absences for professional school interviews, significant events, or illness well in advance or as soon as possible. As much as is possible, please schedule your professional school interviews outside of your scribing commitment times. If your absences are beyond a reasonable number, you are expected to coordinate with mentors and chief scribes ways you can make up these shifts.

Schedule your dentist, doctor, and other personal care appointments outside of your scribing commitment times.

In addition to notifying your mentors of absences, you are required to notify your chief scribe and COMET's associate director of any absence well in advance or as soon as possible via email.

Be on time to COMET meetings. Notify your mentors when you have meetings so that they can help you be on time, or so they know to expect you at a certain time after the meeting.

For any specific concerns regarding absences and scheduling, do not hesitate to talk with your chief scribe.

For more information on Stanford's professionalism expectations please see the C-I-CARE module as part of your onboarding process.

6. Laptop Usage

COMET laptops are properties of Stanford University School of Medicine and are intended for scribing and researching purposes only.

All laptops and equipments (example: chargers) must be accounted for and securely stored at the end of the day.

If a laptop is missing or stolen, immediately notify COMET Program Lead, Anthony Duong, at aduong91@stanford.edu.

7. COVID-19

COMET is committed to creating a safe and healthy learning environment for all our fellows. COMET fellows are required to comply with all COVID-19 policies and guidelines set by the county and Stanford. To review these policies and guidelines, please visit the following websites:

- [County of Santa Clara – Public Health Dept.](#)
- [Stanford Health Alerts](#)

8. Learning Format (In-Person & Remote Scribing)

COMET Fellows are expected to be present in person to provide documentation support for their provider(s). However, there may be some circumstances in which you are asked to scribe remotely (i.e., if provider has a clinic session of only telehealth visits). COMET fellows who choose not to be present in person may not be able to receive the full fellowship experience and benefits of being in the program.

Additionally, if COMET fellows choose not to be present in person and a mentor is not available to provide a virtual experience, you may be required to forfeit your place in the program, as well as the tuition fee if this is determined after the tuition refund deadline.

By submitting this form you agree to the following: "I have read and understand the expectation required of me in the COMET Program and will comply to all policies and procedures listed above." Please type your name in the box below.

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