

## Expected Etiquette as a Medical Science Academy Representative

Dear Student and Parent:

There are times during our program that you will be expected to interact in real world scenarios: during interviews, guest speakers, tours, clinics and etc. In the past, student's failure to respect these environments have led our program to suffer to gain optimal opportunities for learning.

As you gain unique opportunities, we want you to create value in yourself and our program. To do this there are a few areas we can guide you in establishing proper etiquette. Please review these things and be prepared to put your best foot forward.

1. Remember, you are a guest in the professional's environment.
2. It is encouraged and appreciated that you ask early on the following questions:
  - a. What is the expected etiquette in this environment?
  - b. Where can I be that is out of the way?
  - c. What rules must I follow?
3. Rules that are best to go by unless directed otherwise
  - . Only Sit when offered to sit
    - i. Never sit in an official's office chair or rolling chair
      - a. No Talking while the clinician is interacting with the patients
    - . Its best to observe by taking mental notes
      - i. Look for these things, if you are unsure
        1. Tone of voice
        2. Body language in communication
        3. Level of jargon being spoken
        4. Expressed: Respect, patients, and focus
      - b. Think about your timing to speak
    - . Is documentation going on
      - i. Is process of critical thinking going on
      - ii. Does the individual produce body language of stress or negativity?
      - c. Keep your hands to yourself
    - . No need to touch office supplies or decorations
      - d. NO active Cell phone use. The MSA would love pictures of you gaining experiences or with your expert clinician. However, there is a time and place.
    - e. Watch your body language, the following actions can tell a person something you do not mean. For example, boredom, lack of pride, lack of interest etc.
    - . Yawning
      - i. Wandering eyes
      - ii. Excessive tapping
      - iii. Slouching
      - f. Remember HIPAA
  4. IF you question your attempted action, its possible that you should NOT do it.

FINALLY! Write THANK YOU Notes, that express your gains and appreciation. You gain success with solid evidence of your appreciation.