

Due to the team-based structure at IMA with a focus on continuity, we will not be allowing residents to cover one another outside of the formal rescheduling requests highlighted below.

For all requests, you should ask one of your team members on OP to cover your phone messages and EPIC Inbox during your absence (if for > 1 day).

A maximum of ONE half-day of clinic can be cancelled during OP-ELEC/OP-RESEARCH blocks (e.g. you must do 3 sessions during that block). If you need to cancel more than 1 clinic during an OP-ELEC block, you can use one of your requests as below to move a half-day or evening clinic to an alternative session that block. You must have at least 4 IMA continuity sessions (IMA PTC) per regular OP block, so you cannot cancel more than 4 half-days of continuity clinic in any given block.

Specialty clinics (e.g. IMA MSK, Rheum clinic, etc.) can be cancelled with notice as below, but count toward your allowed number of cancellations. Due to the need for patient access to team providers, if multiple residents from the same team request the same session off, we may not be able to guarantee all will be approved (those who requested first will be given priority) – this will be handled on a case-by-case basis.

Pre-op clinic and FPA urgent visits cannot be canceled; you will need to find coverage (from any 3rd year). Other specialty clinics can be canceled without coverage.

1) Rescheduling for Job / Fellowship Interviews

- We recognize that fellowship interviews are often offered with very little notice. For anyone who gives us 4 weeks' notice, the IMA administration can help to reschedule/move all patients.
- For any schedule request made with less than 4 weeks' notice, you will be asked to call your patients to assist in rescheduling.
- You are able to cancel up to 4 total clinic days (either a half-day or full-day will be treated the same) without needing to do additional sessions in clinic.

- For the 5th and all following days canceled, you will need to either:
 - a) (PREFERRED) Cancel the clinic, help call patients to inform the rescheduling, and do an additional ½ day of clinic during your next elective with your usual preceptor team, OR
 - b) Arrange coverage for your clinic session with someone on your IMA team not on outpatient the same time as you. You can then pay them back with a clinic session as you are on the same team. You must notify by phone all patients for whom you are PCP that they will be seeing a different provider for that visit, OR
 - c) Arrange coverage for your clinic session with someone not on your IMA team. However, you must pay them back either in IMA urgent care, in pre-op clinic, OR outside of IMA. You must notify by phone all patients for whom you are PCP that they will be seeing a different provider for that visit

2) Rescheduling for Academic Conferences

- In keeping with the program's commitment to allow residents to travel to educational conferences, you are able to cancel up to 2 clinic days while attending a conference or other educational activity. These requests must be made at least 8 weeks in advance.

3) Other Rescheduling Requests

- You are able to cancel up to 2 half days per year. These can be for personal or family obligations or significant life events. We encourage you to schedule ACLS or Step 3 on your elective time – if you do need to schedule during an OP block, you will need to use one of your 2 personal requests to do so.
- These requests must be made at least 8 weeks in advance.
- Any requests beyond 2 half-days will be evaluated by the program office and IMA team on a case-by-case basis

Rescheduling Process

- 1) Please complete the IMA rescheduling form (next page)
- 2) Submit it to Jesus Paulino at jesus.paulino@mssm.edu. He will be in contact re: potential need to find coverage or reschedule (if for interview coverage beyond the initial 2 requests).

IMA Clinic Re-Schedule Request Form 2020-2021

Name: _____

Date you are making the Request: _____

IMA Team (Team Name or Preceptors): _____

Date of Scheduled Clinic(s) that you want to change:

1. _____ AM PM EVE
2. _____ AM PM EVE
3. _____ AM PM EVE
4. _____ AM PM EVE
5. _____ AM PM EVE

Reason for Request:

Fellowship / Job Interview. If this is your 5th or more request, would you like to:

A) Reschedule clinic during elective

B) Arrange coverage by team member: _____

C) Arrange coverage by non-team member: _____

Academic Conference

Other: _____

My phone calls / EPIC Inbox will be covered by: