

THE ICAHN SCHOOL OF MEDICINE AT MOUNT SINAI, NEW YORK STANDARD: POLICY	SUBJECT NO.
DEPARTMENT: Internal Medicine Residency SUBJECT: Technology Policy	

All lines of communication should remain open to ensure professionalism. Please refer to the email and pager policy below:

**Email**

- All emails should be replied to within 24 hours of receipt. This is especially important when coming from the Program Director, the administrative support staff, and the chiefs
- Exceptions to this are for residents on vacation. If you plan on being out of contact (out of the state or country), an automatic reply should be set up.

**Pagers**

- Residents should be available by pager at all times when on ward months, outpatient, elective, and sick call. Although service pagers should be forwarded after signout on Sinai floors, text pages through amion still go to your personal pager
- If residents frequently receive inappropriate pages, the Chief Residents should be notified.
- Exceptions to this policy are for residents on vacation
- If a resident is not available by pager either because they do not have their pager or it is malfunctioning, they should communicate with the chief on call and provide a backup communication device.
- Inappropriate pages