

# *Resident Responsibilities*

## General Expectations

It has been said that in order to be a successful physician, one must display three vital characteristics: *availability*, *affability*, and just plain *ability*. (Dr. R.J. Lousteau, 1987) In the LSU Department of Otolaryngology, these essential qualities will be expected of every resident, without exception.

***Availability:*** Our department has proudly observed a long tradition of service, and here at LSU we have a reputation of being ready and willing to provide that service to anyone in need. Thus, we make it a policy to be available at all times, and to answer all calls promptly. The persons listed in the call schedules must regard their on-call days and nights as serious responsibilities that are not to be taken lightly. If at any time a resident is unable to fulfill the demands of being on call, he or she must immediately notify the other resident members of the team so that alternative coverage may be arranged.

It is the resident's responsibility to be sure that beepers and telephones are in working order and that the hospital operators, emergency rooms, and wards know how to reach him/her at all times. Furthermore, it is the responsibility of all residents to be "geographically positioned" in the community so that responses to hospital calls can be made within a reasonable time. Remember that in a real emergency, someone's life may depend on how far away you are. In other words, if you choose to live far away from the hospital, you may be asked to take more in-house calls instead of being able to take calls from your residence. As a general rule, residents on call should be reachable by beeper and telephone within five minutes, and when taking calls from outside of the hospital, must be able to get to the hospital within 15 to 20 minutes.

***Affability:*** Our policy toward consultations, whether from primary care physicians, emergency rooms, or other services, is to be courteous and "glad to be of assistance". Remember that few other medical professionals have any in-depth training in otolaryngology, and no matter how simple or how complex the patient's problem may be, you are being called to provide help in solving it. We will therefore project a pleasant, outgoing attitude in answering all calls for help from other services. Your demeanor is a reflection of your Department!

***Ability:*** Every resident in our program will be expected to perform at the very highest level he or she is capable of attaining. By virtue of your acceptance into this training program, you have demonstrated the basic skills necessary to become a fine otolaryngologist. While the Department will provide an excellent foundation for developing those skills, each resident will be expected to devote the time and energy necessary to hone them finely through a combination of didactic study, clinical observation, and one-on-one contact with faculty.

The three factors mentioned above are the foundations of *professionalism*. Implicit, of course, in this concept of professionalism are the qualities of personal integrity, responsibility, and honesty. It should go without saying that these qualities will be expected from each and every resident at

all times. By embracing these ideals, we all strive to provide the best of care for our patients as well as the spirit of cooperation and concern for our colleagues.

Also inherent in professional behavior are personal characteristics and habits that promote confidence and trust. *Appearance* certainly plays a role in how you (as a presumably responsible physician) will be perceived by patients and colleagues alike. With this in mind, every *resident is expected to maintain a professional appearance at all times*. Lab coats should always be clean and pressed. Clothing suitable for the business world is acceptable; casual or athletic garments are not. Surgical scrub clothing is acceptable on days that you operate, but scrubs worn outside of the operating room should be neat (never soiled) and always covered by a clean lab coat.