

**National University Health System
Residency Program**

Dear Dr <<Name of Doctor>> (hereby known as the “Resident”)

Thank You for choosing the NUHS Residency Program and Congratulations on being offered a Residency position by the Ministry of Health, Singapore!

Your Sponsoring Institution (SI) is **National University Health System (NUHS)**. The resident undertakes to assume this residency position on the terms and conditions set forth herewith, which serves as an annex to the letter “Offer of Residency Position – 2011” from Ministry of Health (MOH), Singapore.

With the acceptance of the “Offer of Residency Position – 2011” issued by MOH and the residency position with the NUHS Residency Program, the Resident accepts the appointment as a Resident in NUHS’s <<program name>> residency program.

1. RESIDENT RESPONSIBILITIES

The position of resident entails provision of medical care which commensurate with the resident's level of training and competence and is under the general supervision of appropriately privileged attending teaching staff.

Residents of NUHS would be required to assume the following responsibilities (but are not limited to):

- a) Participation in safe, effective and compassionate patient care.
- b) Participation in the educational and scholarly activities of the training program and, as appropriate and required, assumption of responsibility for teaching and supervising other residents and medical students.
- c) Participation in institutional committees and councils to which the resident is appointed or invited.
- d) Adherence to the duty hour regulations and policies of NUHS and submit hours worked as mandated by NUHS and/or training program.
- e) Participation as appropriate in training programs and medical staff activities of NUHS, or those of its participating training sites and adherence to respective established practices, procedures and policies of the institution.
- f) Participation in the evaluation of the training program and its faculty.
- g) Development of an understanding of ethical, socioeconomic, and medical/legal issues that affect graduate medical education and of how to apply cost containment measures in the provision of patient care.
- h) Adherence to the highest standards of the medical profession and pledge to conduct him or herself accordingly in all interactions.
- i) Demonstration of respect for all patients and members of the health care team without regard to gender, race, national origin, religion, economic status, disability or sexual orientation.
- j) Promotion and upholding of the mission, vision and values of NUHS as stipulated in the statement of commitment to graduate medical education.

2. FINANCIAL SUPPORT FOR RESIDENTS

The Resident is employed and remunerated under MOH Holdings (MOHH) Pte Ltd.

Please refer to the MOHH contractual terms and conditions of appointment for details of salary benefits.

3. DURATION OF APPOINTMENT

The duration of your training in NUHS's <<program name>> residency program is outlined in the specialty's program information.

Please note that training duration may be extended due to long leave or absence from training beyond the allowed number of days; below par performance during the residency; failure in exams and when competency to progress to the next level is not evident.

4. CONDITIONS FOR REAPPOINTMENT & PROMOTION TO A SUBSEQUENT POST GRADUATE YEAR LEVEL

Re-appointment for resident position for subsequent years is neither automatic nor guaranteed.

Re-appointment is based upon meeting the NUHS and ACGME-I graduate medical education standards and clinical competencies required to advance to the next level of training. Re-appointment will be recommended by the Program Director and approved by the DIO.

Notification of re-appointment will be provided annually to residents who are expected to successfully complete the preceding year of residency and who meet the qualifications and are being recommended for continuation to the next year. Residents will be asked to acknowledge their acceptance of the re-appointment. Successful completion of the current year is a prerequisite prior to the commencement of the next year. Failure to complete all requirements by the end of the academic year will void the re-appointment offer.

The decision whether to promote a resident is the responsibility of the Program Director with the advice of the faculty of the program. Each program will develop written criteria for promotion based on the specialty and subspecialty requirements of the ACGME-I.

The method of evaluation shall consist of direct observation of the resident as well as by indirect observation through rotation, evaluations, and correspondence between programs and written examination (National Board, In-training Exams). It is expected that residents will participate in all aspects of the curriculum, as well as in the periodic evaluation of educational experiences with teachers. It is further expected that residents will complete all administrative responsibilities of a resident.

If an evaluation indicates unsatisfactory performance, the resident will be provided with a remedial plan for correcting any deficiencies. At the end of the remedial period, should the remediation be unsatisfactory, this may be cause for probation or termination from the residency program. For Post-Graduate Year One residents, remediation will be referred to HOTC for their necessary actions.

If a resident will not be promoted to the next level of training or if a resident's agreement will not be renewed, a written notice of intent will be provided no later than 3 months prior to the end of the resident's current agreement, if possible. However, if the primary reason(s) for the nonrenewal or non-promotion occur(s) within the 3 months prior to the end of the agreement, the program will provide resident with as much written notice of the intent not to renew or not to promote as the circumstances will reasonably allow, prior to the end of the agreement.

Residents are allowed to implement the institution grievance procedure if they have received a written notice of intent not to renew their contract as outlined in the Grievance Procedures herewith.

5. GRIEVANCE PROCEDURES & PROCESSES

NUHS believes that residents have a right to appeal against any decisions affecting their graduate medical education in NUHS. A resident who surfaces a grievance or appeal must be accorded access to the proper channels for his/her grievance or appeal to be heard and addressed.

A resident who surfaces a grievance or appeal and follows the proper Resident Grievance Procedure set out by NUHS shall be protected against any form of reprisal. NUHS ensures that residents are able to raise and resolve concerns in a confidential and protected manner without fear of intimidation or retaliation.

The Resident Grievance Procedure will minimize conflict of interest by adjudicating parties in addressing:

- a. Academic or other disciplinary actions taken against residents that could result in dismissal, nonrenewal of a resident's agreement, non-promotion of a resident to the next level of training, or other actions that could significantly threaten a resident's intended career development; and,
- b. Adjudication of resident complaints and grievances related to the work environment or issues related to the program or faculty.
- c.

NUHS advocates the proper use of Resident Grievance Procedure to resolve residents' grievances systematically, fairly and expeditiously, so that the open communication will augur well for resident institution relations and promote a harmonious working environment within NUHS.

Personal Grievance Procedure

- a. Matters, which affect the residents as a whole, should be brought to the attention of the Chief Resident of the appropriate service, either directly or indirectly *via* any program coordinator of the GME program. The Chief Resident will bring such matters to their regular department meeting with administrators for resolution.
- b. If resolution of the grievance is not met then residents can attempt it through the Program Director or Chief/Head of Department as appropriate. The relevant personnel should give a reply within 10 working days.
- c. Residents can also bring an issue to the resident welfare sub-committee, either directly through a sub-committee member, or indirectly via the GME Office. This group can then take ownership of the issue and work to resolve the concern raised, in a confidential and protected manner.
- d. If all channels have been exhausted, residents can seek assistance from the DIO of Graduate Medical Education (GME). The resident should be given a reply within 10 working days.

For more details of the Grievance procedure, please refer to the NUHS Resident Manual, available on the NUHS Residency website (<http://www.nuhs.edu.sg/nuhsresidency/prospective-residents.html>)

6. MEDICAL MALPRACTICE INSURANCE AND INDEMNITY

As a practicing doctor, it is the resident's personal responsibility to ensure that he/she holds a valid medical malpractice insurance cover throughout the entire period of his/her employment with MOHH.

Please refer to the MOHH contractual terms and conditions of appointment for more information.

7. LEAVE BENEFITS

Please refer to the MOH "Offer of Residency Position" terms and conditions for details of leave benefits.

NUHS recognizes that residents may need to be away from work due to medical or certain personal reasons. Leaves of absence are defined as approved time away from residency duties, other than regularly scheduled days off as reflected in a rotation schedule.

All leaves will be scheduled with prior approval by the Program Director or Heads of Departments, with the exception of emergencies or unexpected illnesses. In unexpected/emergency situations, the resident should contact the Program Director or Heads of Departments at the earliest possible time.

The effect of leave taken, on the ability of the resident to satisfactorily complete the training program, is at the discretion of the Program Director.

8. DUTY HOURS

Duty hours are defined as all clinical and academic activities related to the residency program, i.e., patient care (both inpatient and outpatient), administrative duties related to patient care, the provision for transfer of patient care, time spent in-house during call activities, and scheduled academic activities such as conferences. Duty hours do not include reading and preparation time spent away from the duty site.

The following institutional policies apply to all NUHS programs and residents:

- a. Duty hours will be limited to 80 hours, averaged over a 4-week period per rotation or a 4-week period within a rotation, inclusive of all in-house call activities, excluding vacation or approved leave. Any requests for exceptions to the weekly limit on duty hours must be presented by the Program Director to the GMEC for review and approval.
- b. Residents will be provided with 1 day in 7 free from all educational and clinical responsibilities, averaged over a 4-week period, inclusive of call. 1 day is defined as one continuous 24-hour period free from all clinical, educational, and administrative activities.
- c. Adequate time for rest and personal activities will be provided. This should consist of a 10-hour time period provided between all daily duty periods and after in-house call.
- d. Continuous on-site duty, including in-house call, will not exceed 24 consecutive hours. Residents may remain on duty for up to 6 additional hours to participate in didactic activities, transfer care of patients, conduct outpatient clinics, and maintain continuity of medical and surgical care as defined in Specialty and Subspecialty Program Requirements.
- e. No new patients, as defined in Specialty and Subspecialty Program Requirements, may be accepted after 24 hours of continuous duty.

Program Directors are responsible for monitoring and enforcing compliance with duty hours.

9. POLICIES AND PROCEDURES

Copies of the NUHS policies and procedures as currently in effect, are enclosed within the NUHS Residency website (<http://www.nuhs.edu.sg/nuhsresidency/prospective-residents.html>)

Included policies comprises of the following:

- a. Confidential Counseling, Medical and Psychological Services
- b. Physician Impairment and Substance Abuse
- c. Sexual and other forms of Harassment
- d. Provision to Residents with Disabilities

In the event of an inconsistency or conflict between any NUHS policy and the Medical/Professional Staff by laws of the Sponsoring Institution or its affiliated training sites, the NUHS policy shall prevail and apply.

10. CONDITIONS OF SEPARATION

a. Resignation

The Resident may resign from the Program with a notification of his intention to leave with a notice of not less than three (3) months. The resignation must be submitted in writing to the Program Director. All conditions of appointment will cease on the effective date of resignation.

b. Separation

Separation may occur at the end of an appointment term under any circumstances in which reappointment does not occur, including successful graduation from the Program.

c. Dismissal/Termination

A resident may be dismissed for “just cause.” This may include performance or conduct issues that are unresolved or not mediated by disciplinary actions. Residents could also be dismissed for a variety of serious acts or behaviors. Examples of such acts or behaviors includes but is not limited to the substance abuse, cheating during examinations, being convicted of a crime related to the provision of health care items or services. In such an event, the resident has the right to appeal the decision through the Grievance Procedure.

“Just Cause” for dismissal includes, but are not limited to, the following:

- a. Incapacitating conditions that preclude the resident from participation, despite accommodation, in the graduate medical education program and patient care activities.
- b. Failure of the resident to abide by NUHS policies, GMEC policies, and resident related provisions of the hospital’s Medical Staff Rules and Regulations, and/or any applicable Singapore laws.
- c. Failure of the resident to maintain satisfactory levels of academic and clinical performance as determined through periodic evaluations.
- d. Actions that directly violate any of the terms of the resident postgraduate training agreement of appointment.

In the event of dismissal, the resident has the right to appeal the decision through the Grievance Procedure.

11. RELEASE OF INFORMATION

The Resident understands and agrees that, should another institution, organization or individual to which the Resident has applied for a position, request a reference from the Sponsoring Institution, the Sponsoring Institutions/affiliated training sites may share any and all appropriate information that it possesses concerning the Resident, including information relating to any discipline, suspension or termination from the program or the Sponsoring Institution/ affiliated training sites, or perceived inability to practice within commonly accepted standards of care.

The Resident hereby authorizes the Sponsoring Institution/ affiliated training sites to release such information under these circumstances at any time, provided such information is given in good faith and without malice.

We thank you for choosing NUHS Residency Program and wish you all the very best in your studies!

Yours sincerely,



Assoc Professor Shirley Ooi
Designated Institutional Official

I, Dr _____, hereby accepts the terms & conditions stated herewith.

Signature of Resident

Date: