



TITLE OF POLICY

Email Standard Etiquette Policy

PURPOSE AND SCOPE

Our purpose of this policy is to clearly articulate the policy and procedures addressing email standard etiquette during the pre-clinical and clinical phase of the program

RESPONSIBLE PARTY AND REVIEW CYCLE

This policy will be reviewed in even-numbered year as needed by the Program Manager, Director of Pre-Clinical Education and Director of Clinical Education, elevating any policy amendments to the Program Director for approval.

ARC-PA STANDARD(S) ADDRESSED

A3.02: The program must define, publish, and make readily available and consistently apply its policies and practices to all students.

DEFINITION

N/A

POLICY

The University of North Carolina at Chapel Hill (UNC) Master of Health Sciences Physician Assistant Studies Program (MHSPAS) will use the university School of Medicine (SOM) registered email (@med.unc.edu) as an official form of communication with students during the pre-clinical and clinical phase of the program. The UNC MHSPAS requires all students to check their university SOM email daily, including weekend/holidays and to respond to email read receipt requests by the UNC MHSPAS within 24 hours of date and time received as recorded on the email. Failure to reply to UNC MHSPAS read receipt emails within 24 hours of date and time received as recorded on the email may result in referral to the MHSPAS Academic Excellence Committee (AEC) for further action.

During the clinical phase, if a student is located in a clinical site with no/limited internet access, the student must notify the Clinical Team immediately to ensure appropriate measures are in place to alternatively call or text in the event the MHSPAS needs to contact the student.

There may be times UNC MHSPAS Faculty and/or staff will include a read receipt with emails. This is normally done with important emails or emails with a time sensitive task. The read receipt is to verify a student has opened and read the email message. Students must click "send" in the alert box so a read receipt is returned to the UNC MHSPAS Faculty and/or staff, notifying them you've read the message. Failure to send a read receipt may result in referral to the Academic Excellence Committee (AEC) for further action.

It is imperative students communicate in a professional manner both verbally and in-writing. This is an important professional skill that is essential as a medical provider. Unprofessional, derogatory, demeaning, or otherwise inappropriate communication may result in referral to the MHSPAS Academic Excellence Committee (AEC).

PROCEDURES

N/A

PUBLISHED

- UNC PA Program Policies and Procedures web page: <https://www.med.unc.edu/ahs/unc-pa/students/policies-procedures/>
- UNC PA Program Student Handbook

HISTORY OF APPROVAL AND UPDATES

Initially approved by Program Director, January 1, 2021