

13 July 2010

## **SINGHEALTH RESIDENCY PROGRAM Residency Terms And Conditions**

<Name of Resident>  
<Title of Residency Program>  
<Current PGY Level>  
<Period of Residency>

Congratulations on your acceptance of MOH Holdings Pte Ltd's (MOHH) offer of a position in the Residency Program. As an employee of MOHH, you are required to comply with terms and conditions set out in the employment contract with MOHH. Further, as a Resident participating in the SingHealth Residency Program, you are also required to comply with the terms and conditions of the residency as set forth herein.

### **1. SingHealth's Commitment**

SingHealth agrees to provide, through its affiliated institutions, an education and training program that is fully accredited by the Accreditation Council For Graduate Medical Education (ACGME-I) and its various residency review committees. The education and training will take place in facilities that are approved by the Joint Commission for Accreditation of Healthcare Organizations (JCAHO) or other recognized healthcare accreditation agencies.

### **2. Conditions for Reappointment**

The Resident's performance will be assessed and evaluated based on the ACGME-I core competencies of patient care, medical knowledge, clinical competence, practice-based learning and improvement, interpersonal and communication skills, professionalism, systems-based practice, and evaluations and/or any other factors deemed necessary to advance to the next level in training. A Resident will not be re-appointed or promoted to another year of Residency if he or she is assessed to be under performing during evaluation. He or she will then be 'released' to MOHH for HOPEX/MOPEX.

### **3. Notification of Non-Renewal of Appointment or Non-Promotion**

The Resident will be notified in writing of any intent not to renew/continue with his/her appointment or non-promotion no later than four (4) months prior to the end of the Resident's current appointment period or the end of an academic year. In the event the primary reason(s) for non-renewal or non-promotion occurs within the four months prior to the end of the current appointment period, the Resident will be given as much notice as circumstances reasonably allow prior to the end of such appointment period.

The Resident will be allowed to invoke the grievance procedure outlined in SingHealth's Redress of Grievance Policy if the Resident disagrees with the institution's decision of non-renewal / non-promotion. Redress of Grievance Policy, no: 22200-GME-005 is available on the SingHealth Residency Intranet Resource Portal.

**PATIENTS. AT THE HEART OF ALL WE DO.**

Members of the SingHealth Group

Changi General Hospital • KK Women's and Children's Hospital • Singapore General Hospital • National Cancer Centre Singapore • National Dental Centre Singapore  
National Neuroscience Institute • Singapore National Eye Centre • SingHealth Polyclinics

#### **4. Termination Events**

##### **A. Voluntary**

This occurs when a Resident wishes to discontinue with the Residency Program for any reason(s) whatsoever before the completion of training. He or she must give both the Program Director and the GMEC not less than four (4) months prior notice in writing of his / her intention to discontinue with the Residency Program.

##### **B. Involuntary**

SingHealth may terminate a Resident's participation in the Residency Program at any time upon written notice to the Resident in the event:

- (i) The Resident breaches any of the Terms and Conditions of the Residency;
- (ii) The Resident fails to comply with any applicable laws or the rules, regulations or directives of the relevant authorities;
- (iii) The Resident is found to be suffering from any form of physical or mental impairment which the DIO deems, in his absolute discretion, to necessitate the termination of the Resident's participation in the Residency Program; or
- (iv) The Resident is found guilty of misconduct or any disciplinary issue that warrants termination from the Residency Program.

#### **5. Resident Responsibilities**

- A. The Resident shall under the supervision of the teaching staff, provide safe, effective and compassionate patient care, commensurate with Resident's level of advancement and responsibility.
- B. The Resident shall perform the duties prescribed by the institution or an attending physician or department in a competent, efficient, satisfactory, respectful, and courteous manner in strict accordance with the professional and ethical standards of the medical profession.
- C. The Resident shall participate fully in educational activities of the Residency Program, and as required, assume responsibility of teaching and supervising other residents.
- D. The Resident shall participate in SingHealth's institutions programs and activities and adhere to and follow all practices, procedures and policies of the respective institutions. Resident agrees to abide by all the rules and regulations of SingHealth and its affiliated institutions to which Resident may be rotated, and agrees to render all service under the direction of the Program Director and Associate Program Director and the team of faculty.
- E. The Resident shall participate in evaluation of the quality of education provided by the program and promptly complete evaluations of faculty and rotations.
- F. The Resident shall participate, when invited, in institutional committees, especially those that relate to patient care review and medical education activities.
- G. The Resident shall maintain personal appearance and conduct consistent with SingHealth's institutions' standards. The Resident should understand that SingHealth prohibits all forms of harassment and intimidation towards co-workers, subordinates, supervisors, students, patients or other workers on SingHealth's institutions' premises.
- H. The Resident shall fully cooperate with the Residency Program personnel and SingHealth in coordinating and completing Residency Advisory Committee (RAC) and ACGME-I accreditation submissions and activities, including legible and timely completion of patient medical records, charts, reports, procedure logs, faculty and program evaluations, and/or other documentation required by RAC, ACGME-I, SingHealth and/or the relevant department.
- I. The Resident shall cooperate fully with all SingHealth's institutions and departments in surveys, reviews, and quality assurance and credentialing activities.
- J. The Resident shall provide clinical services:
  - (i) Commensurate with his/her level of advancement and responsibilities;
  - (ii) Under appropriate supervision; and
  - (iii) At sites specifically approved under the Program.
- K. The Resident shall fulfill the educational requirements of the Program.

## **6. Professional Liability Insurance**

All Residents must possess valid medical indemnity insurance at all times while undergoing Residency training with SingHealth. Failure to comply with this requirement may result in severe disciplinary action(s), including suspension or termination from the Residency Program.

## **7. Grievance Procedures and Due Process**

The Resident can seek resolution of grievances pursuant to SingHealth's Redress of Grievance Policy. The Resident should first present any grievance to the Program Director of the Resident's primary training program. Issues are best resolved at an early stage and every effort should be made to come to a mutually agreeable solution.

## **8. Disciplinary Action**

SingHealth may take disciplinary action against the Resident for any breach of these Terms and Conditions of the Residency or as set out in the Disciplinary Policy and Procedures for Residents, no: 22200-GME-008. The policy is available on the SingHealth Residency Intranet Resource Portal.

## **9. Duty Hours**

Residents shall be present and available for duties assigned by the Program Director, including night, weekend or any special duty assigned which Resident may be given at the discretion of the Program Director. The Program Director is responsible for the appropriate scheduling of duty time, including provision of adequate off-duty hours.

The Resident understands and agrees that the hours of duty will vary with the clinical service to which the Resident is assigned from time to time.

## **10. Moonlighting**

The Resident may not provide physician services to other healthcare institutions for remuneration outside the scope of their educational activities and assigned duties of the training program unless prior and specific written notification detailing such activities is given to and written consent for such activities is obtained from the Program Director. Moonlighting will not be approved if the Program Director, in his sole and absolute discretion, believes such activities may interfere with the Resident's ability to perform his/her obligations and duties under the Residency Program. The Program Director's determination in this regard shall be final and does not fall within the scope of the Redress of Grievance Policy.

## **11. Counseling Services**

Counseling services will be kept confidential and are available to Resident on an "as needed" referral or self-referral basis. Resident can contact the following peer support group or access to the following website for peer support:

- (i) Singapore General Hospital Peer Support Group contact number: 6321 4358/6326 6671 or email address : <http://mysinghealth/sgh/psp>
- (ii) Changi General Hospital Peer Network contact number : 8125 8452 or email address : <http://cghnet/psp/AboutUs/tabid/36/Default.aspx?returnurl=%2fpsp%2fDefault.aspx>
- (iii) KK Women's And Children's Hospital Carer Support Group contact number : Ms Joanna Goh, 6394 1635/8121 7901

## **12. Accommodation for Disabilities**

All on-call rooms have elevator access. Wheelchair accessible on-call rooms are available. Wheelchair assistance is available by contacting the Portering service.

## **13. Working Conditions**

SingHealth will provide Residents with a healthy and safe work environment. Residents on call will be provided with safe and clean on call room. Parking facilities are adequately-lit with security personnel on duty 24 hours a day. Residents will have access to adequate and appropriate food services 24 hours a day while on duty.

#### **14. Faculty Responsibilities and Supervision**

Residents are supervised by licensed practitioners. The description, role, responsibilities and patient care activities of each faculty member is program-specific and will be maintained by the Program Director. The policy on Resident Supervision, no: 22200-GME-021 is available on the SingHealth Residency Intranet Resource Portal.

#### **15. Harassment**

SingHealth is committed to maintain a workplace and educational environment free from sexual and other forms of illegal harassment. A Resident who believes he/she has been subjected to such harassment or related retaliation is strongly encouraged to promptly report the same to the Program Director or SingHealth Medical Manpower or the GME Office. The Sexual Harassment Policy, no : 22200-GME-011 is available on the SingHealth Residency Intranet Resource Portal.

#### **16. Evaluation Process**

Periodic written evaluations of the Resident will be conducted by faculty at the end of each rotation, or semi-annually by the Program Director to assess the ACGME-I core competencies of patient care, medical knowledge, clinical competence, practice-based learning and improvement, interpersonal and communication skills, professionalism, systems-based practice, and/or any other factors deemed necessary or desirable to complete the requirements of the program. The evaluation process is intended to establish standards for the Resident's performance and to indicate the Resident's ability to proceed to the next level. The process will to the extent reasonably possible provide early identification of deficiencies in Resident's knowledge, skills or professional character, and to the extent reasonably possible allow remedial action to enable a Resident to satisfactorily complete the requirements of the Program.

#### **17. Annual In-Training Examination**

The Resident may be required to take the annual in-training examination for that Resident's specific program. Other acceptable performance standards will be as determined by the Program Director.

#### **18. Feedback**

Program Directors or faculty advisors are encouraged to provide feedback through personal conferences and to obtain the Resident's evaluation of preceptors and the Residency Program. The Resident's evaluation folder will be available for the Resident's inspection.

#### **19. Assessment/Advisory Committee**

A Program Resident Assessment Committee/Advisory Committee or appropriately designated body shall meet at least once each residency year to review the performance of the Resident and make a determination as to the ability of Resident to continue in the program and/or advance to a higher level of responsibility.

#### **20. Financial Support**

The Resident's employment and other relevant human resource matters including salary, leave, medical benefits, and insurance coverage are within the purview of MOHH, as the Resident's employer.

#### **21. Release of Information**

The Resident consents to SingHealth contacting the appropriate institutions to obtain written documentation/confirmation of the Resident's prior education and/or training. The Resident further agrees that, should another institution, organization or individual to which the Resident has applied for a position request a reference from SingHealth, SingHealth or its affiliated institutions may share any and all appropriate information that it possesses concerning the Resident, including information relating to any discipline, suspension or termination from the Residency Program or any perceived inability to practice within commonly accepted standards of care.

**22. Governing Law**

These terms and conditions shall be construed in accordance with the laws of Singapore.

I hereby acknowledge that I have read and understood, and shall abide by, these terms and conditions.

\_\_\_\_\_  
NAME

\_\_\_\_\_  
SIGNATORY

\_\_\_\_\_  
NRIC/PASSPORT NUMBER

\_\_\_\_\_  
DATE