



MAHATMA GANDHI UNIVERSITY
of
MEDICAL SCIENCES & TECHNOLOGY
JAIPUR



CODE OF CONDUCT

Updated Code of Conduct approved by the Academic Council on April 28, 2023

Mahatma Gandhi University of Medical Science and Technology (MGUMST), Jaipur reserves the right to modify the above document as deemed fit from time to time

[Signature]
REGISTRAR
Mahatma Gandhi University of
Medical Sciences & Technology
Sitapura, JAIPUR-302 022



Code of Conduct

Mahatma Gandhi University of Medical Sciences & Technology, Jaipur is a temple of learning and an exclusive academic zone. Any conduct which leads to lowering of esteem of the University is prohibited. Keeping this in mind, following are the code of conduct for teachers/staff and students :-

For Teachers/Staff

A. Commitment to the Profession

Keep in confidence, information that had been obtained in the course of professional service, unless disclosure serves professional purposes or is required by law

Offer advice and give helpful criticism to juniors as the need arises.

Avoid open confrontation of any nature.

Do not allow other employment to impair the effectiveness of your professional service.

Keep all records accurate and up to date.

Complete the task before the deadlines, prepare required documents with thoroughness.

Give priority to professional growth.

Devote full working time to your job responsibilities.

Do nothing in your private or public pursuits which bring your profession to disrepute.

Demonstrate your commitment and devotion to lifelong learning by constantly updating your knowledge and skills.

Demonstrate empathy and compassion in demeanour and dedication to welfare of patients, nursing staff and colleagues and maintain professionalism at all times during interactions with them.

Be aware of curriculum and its requirements as enunciated by the Statutory Regulatory Bodies.

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Ensure that your behaviour and actions are ethical and inspiring at all times, and you fulfil your duties with utmost integrity.

Dress formally, modestly and neatly at workplace.

B. Commitment to Colleagues

Treat your colleagues as professional equals, regardless of their status. Treat your colleagues with courtesy at all times.

Respect the functional superiority of those set-in authority over you

In correcting a subordinate, do not make the intent known to others, unless it is necessary. Be impartial in your decision with members of staff.

Do not encourage divisive or communal behavior in your Department

Do not discriminate on grounds of colour, creed, or caste. Do not deliberately distort evaluation of colleagues.

Encourage mentoring junior faculty.

When you observe unethical behavior among any of your colleague, report this to the appropriate authorities for action.

C. Attendance, Leave and Absence

Be regular and punctual. Biometric attendance (facial recognition) is mandatory. The relaxation of reporting time for 15 minutes is allowed on two occasions in a month.

The Head of the department/ institute has the prerogative of temporarily assigning a member of staff to teach a class in the absence of an assigned teacher, providing that the member of staff is professionally and academically able to so do.

Prior approval as per Institute protocol should be obtained before proceeding on leave. In case of illness or emergency, inform the Head of the Department without undue delay.

Do not abuse leave concessions.

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D. Commitment to Students In fulfilling your obligation to students –

Place high value on and demonstrate to student's commitment for excellence in work, manners and achievement.

Encourage students to practice respect for other and to be thoughtful and helpful at all times

Encourage students to exercise discipline.

Help students to develop a sense of responsibility, self-reliance and independence.

Encourage students to show respect for all forms of duly constituted authority. Demonstrate patriotism and appreciation of freedom with responsibility.

Encourage students to show respect and appreciation for personal and public property. Strive for consistency, firmness and understanding in disciplinary dealings with pupils.

Help students to understand and appreciate that the development of acceptable attitudes and standards is more important than blind obedience to rules.

Strive to develop mutual courtesy and respect between teachers and pupils. Deal justly with each student and treat each with courtesy and consideration.

Ensure that your teaching is contextual and contemporary. Your teaching sessions may go beyond a classroom setting to a patient-centred-focus.

Use wherever appropriate, newer available teaching-learning resources such as computer-aided learning strategies.

Do not plagiarise your teaching materials and provide sources of your information wherever appropriate.

Ensure completion of the assigned teaching activities prior to the designated examinations.

Identify students with special learning needs and undertake remedial / additional sessions to address the needs of such students.

Lead the students from known to unknown in order to inculcate inquisitiveness and research instincts in the students.

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Supervise log books of students in which there is regular record of student activities.

For Students

The University is established to develop high-quality value-based medical professionals with international standards comprising of competency and compassion.

The code of student conduct is prepared to nurture the mission of the institute to encourage the value-based, student-centric, community-oriented, flexible health education with continuous evaluation. The University ensures that the student would achieve, sustain and further enhance quality education by providing access with thrust on quality, involving all the stake holders. The faculty would ensure that the student shall practice these values. The administration would monitor the implementation of the rules and regulations. The administration and faculty must remain vigilant to ensure that the code of conduct is strictly followed so that the student's behavior aligns with that of the institute. The Students conduct, and behavior Code shall apply to all the students (studying undergraduate, postgraduate and super speciality courses) studying at the University, including those who are participating in the academic programs, activities or events organized by the institute. It is the responsibility and duty of every student to become acquainted with all the provisions of the Code. All the Students are required to strictly adhere to this Code of conduct as a pre-condition of their admission to the institute. The code of conduct and behavior is binding on and enforceable against them.

Students' Responsibilities : Students of the University are responsible to

- i) read, understand and agree to this code and must give an undertaking agreeing on adherence to this Code and its amendments brought from time to time.
- ii) behave and conduct themselves in the college campus, hostels and premises in a dignified and courteous manner and show due respect to their seniors, administrative authorities, employees and elders.
- iii) follow decent and formal dressing manners. No skin revealing or ragged torn clothing are allowed. All students shall wear clean and appropriate attire. Boys shall wear casual pants (with the shirt neatly tucked in) with polished leather shoes. They will avoid any other dress and footwear. Girls shall wear sarees or

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churidars with dupatta. All students must wear a white apron while on campus.

- iv) maintain and uphold the tradition of a vibrant academic, intellectual, cultural and social atmosphere in the campus and not to indulge in any disruptive activity inconsistent with the University regulations.
- v) access all learning and educational facilities and able to improve the quality of education, prosper academically and develop scientific research temper through the utilization of these facilities.
- vi) strive and maintain work attitudes and habits.
- vii) respect the laws of the land, behave in a responsible manner upholding the dignity of the profession by respecting the fellow citizens.
- viii) recognize the traditional, cultural beliefs and traditions and adhering to social values of India.
- ix) be vigilant and report any violation of this Code to the respective faculty or administrative authorities.
- * appraise the parents/guardians regarding the existing code of conduct enforced by the University authorities. The parents/guardians are expected to understand the importance of the discipline of the institute and cooperate with the administration in the enforcement of the code of conduct for the betterment of their wards

Students are expected to freely interact with all their colleagues without discriminating on the basis of language, caste, gender, region, religion, socioeconomic class, or any other way which may invariably prevent understanding of the rich diversity of students and tend to foster stereotyping and division. Active participation in extra-curricular activities can help overcome such divisions and barriers. An atmosphere of openness to all members of society is critical as they are to deliver services to the whole society in an equitable and sustainable manner in future including services in different regions.

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Behavior & Conduct of the Student

General

The students must participate in all the academic activities, National Health Days, Guest lectures and other educational programs organized by the institute. Non-participation is a serious offence.

- i. Students will not participate in cheating or plagiarizing their work or the work of others.
- ii. Students shall be honest in all academic activities and with all staff and co-students.
- iii. Students shall express themselves without the use of disrespectful language or offensive gestures.
- iv. Students shall participate in positive group activities and should avoid involving in any swarming, bullying, intimidating or harassing of staff or students.
- v. Students shall behave respectfully by not participating in teasing and mocking.
- vi. Students shall not wear cloths with inappropriate messages (i.e., profane language, cultural or sensual references, references to alcohol/illegal drugs or gang-related).
- vii. Students shall respect and follow the guidance offered by all faculty of the Institute.
- viii. Students shall respect the safety of others by not bringing/possessing real or imitation weapons in the campus/college/hostel.
- ix. Student shall respect the personal property of others and hostel properties handed over to them.
- x. Student shall not indulge in smugging the writing desks, furniture and walls.
- xi. Girl students shall not go out of the University campus after 7:00 P.M.
- xii. Students shall take permission in the prescribed form, from the warden when they are going out during weekends and holidays.
- xiii. Hostelers in case of any change in contact telephone numbers of their own, parents and/or local guardian shall inform the concerned authorities including the hostel warden.

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xiv. Day-scholars should avoid visiting the hostels.

In University Campus:

- i) Students should spend their leisure time either in the Library/Reading Room or at the sports arena. They should avoid wandering in the University campus, verandas, and roads, causing inconvenience to routine work.
- ii) Students shall wear their identity cards while on the campus and show them when required. Every student must wear the Photo Identity Card issued by the College. No student shall be allowed inside the campus without the identity Card.
- iii) Students shall avoid possession/consumption of chewing gum, narcotic drugs, tobacco, alcohol and other intoxicating substances. These substances are strictly prohibited in the Campus and hostels. Any violation of the rules invites immediate disciplinary action including expulsion.
- iv) Students shall desist indulging in anti-institutional, anti-national, anti-social, communal, immoral or political activities.
- v) Students shall not organize, attend or participate in any event or agitation sponsored by politically-based organization. Any unauthorized notices, pamphlets, leaflets etc. distribution or pasting on the walls within the Campus or hostel will invite expulsion from the campus and / college. Possession or distribution or exhibition of any obscene material is prohibited.
- vi) Students shall restrain defacement, disfigurement, damage or destruction or any loss to public, private or University property.
- vii) Students shall not collect money either by request or by coercion from others including co-students, seniors, staff or patients.
- viii) Students shall not participate in any form of strike, procession or agitation including slogan shouting, dharna, gherao, burning in effigy or indulge in anything which is considered against the rules and regulations.
- ix) Students shall inculcate the habit of disposing of the trash in the dustbins located at various places on the campus. Any student if found littering is liable for punishment.

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- x)** Students shall not undertake any independent Educational tours or Industrial visits without the prior approval and permission of the concerned Dean and Principal/Director. Faculty member(s) should accompany such permitted educational tours. Parents / Guardian should sign an undertaking for such visits.
- xi)** Students are not allowed to bring/possess and use auto driven two/four wheelers in the campus.
- xii)** Students shall not wear or carry any item of expensive jewellery/ articles nor should bring/keep excess money nor costly electronic gadgets. The University management/administration is not responsible for any theft/loss of such valuable items/money.

Students shall maintain their logbooks, practical records and case record books diligently. Copying, fudging and manipulation of these records are unacceptable and will invite serious penalties as per institutional norms.

Students must be aware of the ever-expanding scope of social media with its usefulness as well as possible professional hazards associated with its indiscriminate use. Hence, students are expected not indiscriminately post on social media regarding patient and patient related to information.

In case of any grievance, students must approach appropriate authorities for its redressal.

Outside the Campus

Any complaint of misbehavior, violence, antisocial unethical and immoral activities of the students will be dealt with by State and Central Government laws that are in force. The Institute will not take any responsibility for any criminal, and non-criminal act carried outside the campus by the students.

Academics

- i)** Students should attend classes regularly on time with appropriate requisite material
- ii)** Students should avoid behaviors which interfere with the safe learning environment.

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- iii)** Students shall maintain discipline during all the academic activities of the college.
- iv)** Students shall not be allowed to enter or leave the classroom without the permission of the teacher when the session is in progress.
- v)** Students should inculcate the habit of demonstrating respect for all staff and students.
- vi)** Students should keep the classrooms neat.
- vii)** Students are liable for punishment for indulging in malpractice during the Assessments/internal examination/University Examination.
- viii)** Students, who indulge in malpractice in any examination or assessments with small paper bits/textbooks/examination notes/electronic gadgets, including Cell Phones, will invite punishment as per the prescribed University norms.
- ix)** Students are advised to use the campus Wi-Fi Internet connection for the academic purpose only.
- x)** Students will have to bear fine for library books issued on loan or replace the damaged books.
- xi)** Students are prohibited from interfering or tampering any of the office records of the college. It is a serious crime and will result in suspension / rustication.
- xii)** Students should attend the class in decent and presentable attire. Dressing of students should be formal. They have to wear overcoat when they are within the college premises. Male students should wear a shirt and full pants. Female students should wear salwar kameez / churidar with dupatta / full sari. The student shall not wear clothing with inappropriate messages (i.e., profane language, racial or sexual references, references to alcohol / illegal drugs or gang-related). Any student wearing a dress in an inappropriate way which degrades the dignity and decorum, will not be permitted to enter the college campus.
- xiii)** Students should maintain a minimum of the attendance for theory and practical (including clinical postings) classes as prescribed in their

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curriculum. Anyone who fails to achieve minimum required attendance shall not be permitted to appear for the University examinations. Students should note that any unauthorized absence is liable for fine and punishment. They should maintain punctuality for theory lectures, laboratories and clinical teaching and training sessions.

- xiv)** Attending internal assessment examinations is mandatory, and no leave/ unauthorized absence is permissible.
- xv)** Students should maintain consistent academic progress and conduct, which are prerequisites to appear for University examinations.
- xvi)** A student can avail leave only with prior sanction from the concerned HOD/Principal/Director. When absent for unforeseen/inevitable reasons, the student should produce leave application on returning from leave to the HOD/Principal/Director.
- xvii)** Students should avoid the use of mobile telephone inside the campus.
- xviii)** Transfer/Adjustment to fee from one institution to another Institution is not permitted. Students dismissed on disciplinary grounds will not be refunded their entire Fees.

University Disciplinary Procedure

The disciplinary procedure is monitored and scrutinized by the University Disciplinary Committee. The Principal/Dean may initiate the procedure if he/she believes that a student has breached the disciplinary code. The complainant shall refer the matter to the Principal as soon as the occurrence of the alleged breach, naming the students concerned and giving details of the alleged breach.

Disciplinary Sanctions

Any student exhibiting prohibited behavior mentioned in this Code depending up on the gravity of the misconduct or depending on its recurrence shall be subjected to disciplinary sanctions.

A. Minor Disciplinary Actions:

- i)** Warning : This is the least sanction envisaged in this Code. After obtaining an apology letter from the student, a warning letter will be issued to the

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student. His / her parents will receive information about the disciplinary action. An undertaking will be obtained from the parent and student assuring that he/she will not indulge in any misconduct activity in future which may invite disciplinary action.

- ii) Fines:** Even after warnings, the student if continues further in disciplinary actions, such students shall have to pay a fine as may be decided by the University Authorities. Also, any equipment or gadget used for the misbehavior will be forfeited.

B. Major Disciplinary Actions:

- i) Restigation : Debarring from college & attending campus. A student/ group of students may not be eligible to appear in the university examination and will be debarred from attending any campus. The student(s) may also not be eligible for attendance during the suspension period. The period of suspension shall be decided based on the findings and recommendation of the Inquiry Committee.
- ii) Restitution: Punishment comprising of reimbursement in terms of money and /or services to compensate for personal injury or loss, damage /disfiguration to property of the College can be awarded by the Inquiry Committee.
- iii) Expulsion: This is the extreme form of disciplinary action and shall be resorted to only in cases where stringent action is warranted. Punishment of a permanent dismissal of a student from the College can be awarded.

OPPORTUNITY FOR HEARING : No order other than suspending or warning a student shall be passed without giving an opportunity of hearing to the student.

ULTIMATE AUTHORITY : The Principal shall be the Authority for all disciplinary matters related to students.

AMENDMENTS TO THE CODE : The power to amend the provisions of the code of conduct of the students is with the Academic Council, MGUMST Jaipur.

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DECLARATION

BY THE STUDENT WHO IS PROVISIONALLY SELECTED FOR ADMISSION IN TO ----- COURSE at Mahatma Gandhi University of Medical Sciences & Technology, Jaipur.

- 1.** I understand that my admission to ----- course is provisional until I am enrolled with the MGUMST, Jaipur
- 2.** Keeping the dignity of noble profession of medicine I shall wear decent form and dress regularly.
- 3.** I here by agree to pay the Tuition Fees Hostel Fees Examination Fee or any Other Fee on or before due dates.
- 4.** In case I discontinue the course in midterm I agree to pay the Tuition Fee for the rest of the period of the course before I am discharged from the course.
- 5.** In case I fail in the examination or the course of study is prolonged due to any reason I hereby agree to pay the fee payable for the prolonged period.
- 6.** I am fully aware that ragging is strictly prohibited and if found guilty I am liable for prosecution as per the provisions of Anti Ragging Act and as per the orders of Hon'ble Supreme Court of India, concerned Statutory Regulatory Body, University Grants Commission, MGUMST Jaipur
- 7.** I shall not use Cell Phones or similar gadgets in the college premises including examination hall and library. If I am found having cellphone during class hours in the class rooms the cell phone may be confiscated by the authorities and a fine as decided by the University may be levied.
- 8.** I shall not indulge in any type of unfair means including utilization of cell phone/smart watch/electronic gadgets during the examination and if I am found guilty, I am liable for the punishment including debarment awarded by MGUMST, Jaipur
- 9.** I am aware that I am responsible for the safe custody of my personal belongings and that the College/University Officers/Authorities shall not be held responsible for any loss or damage of my personal belongings in the College/Hostel.

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- 10.** I am aware that I should secure the minimum required or more marks in the internal assessment Theory & Practical examination separately to get eligibility to appear for University examination otherwise I am liable for detention.
- 11.** I am also aware that I should put up a minimum of 75% of attendance in both Theory & Practical separately in each subject, otherwise I am liable for detention.
- 12.** I understand that my attendance particulars will be sent to the University at the end of each semester.
- 13.** I understand that the marks secured by me in the Internal Assessment Examinations will be sent to the University as and when the examinations are held.
- 14.** I hereby solemnly and sincerely affirm that my social status claim made before you and in the application for admission is correct. I hereby agree for the detailed inquiry into my social status claim by the Director of Tribal Welfare /Director of Social Welfare/ Director of Backward Classes Welfare and Revenue Department, Government of Rajasthan and I shall abide by the findings of the said inquiry. I shall not seek any legal remedy against the termination of my admission in the event of social claim being found to be false.
- 15.** I know and abide by the rule that only male members are allowed as guests in the boy's hostel and the female members are allowed as guest sin the ladies hostel; with the prior permission of concerned wardens.
- 16.** I understand that my admission in to the hostel is prerogative of the Principal /Dean and subject to vacation without notice by the Principal /Dean.
- 17.** I shall follow all the rules laid down from time to time regarding timings of mess and outing etc. I shall not allow day scholars or outsiders in to my room in the hostel.
- 18.** I am liable to make good of any damage to furniture, apparatus, equipment and other items which may be caused due to my carelessness or negligence during my course of stay.

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- 19.** I shall make proper entries in the gate registers kept at hostel, library and any other place as required. I shall carry my Identity card and show it to the security at the entrance of the campus, failing which I may not be allowed in the campus.
- 20.** I am aware that the above rules and regulations are subject to modifications from time to time by the Institute.
- 21.** I shall sincerely and honestly follow and comply with the regulations of the MGUMST/NMC/INC/RCI/UGC/DCI/RPMC etc.

I have read all the aforesaid regulations and shall abide by the same.

A copy of this declaration is handed over to me.

Counter signed by the Parent

Signature of the Student

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STUDENT CODE OF CONDUCT -AT HOSPITAL

Clinical Postings

Congratulations! You are entering into the temple of Wellness. You will be able to experience and interact with people suffering from a wide variety of illnesses. You are posted in the clinical departments on a rotation basis during the second clinically year. During the posting period, you will be interacting with the patients and collecting data for documentation. You will be communicating with the patients consulting the hospital at the outpatient department. You are also entrusted to elicit and document the case history in the form of a case study of patients admitted in the wards. Patients will be revealing their personal as well as private information to you assuming that you are confident, approachable , competent, and, above all, trust worthy.

Personal appearance

It is a known fact the first impression is the best. Your presentation, including the dress up keeping of hair, your footwear all these matters a lot to the patient. These have as significant impact on the patient in building confidence and confiding the information with you. Your appearance creates an aura of professionalism. Wearing a white coat will instill confidence in you as well as the patient. The white coat indicates the traditional medical culture and is as synonym for the health care provider .The white coat will mask the distracting fashionable clothes you are wearing and equalizes the gender differences.

Some of the crucial points in personal appearance are as follows:

- Do not wear and exhibit trendy preferential clothing.
- Wear appropriate professional attire.
- Always wear shoes while in the hospital. Shoes be polished and clean.
- While entering the aseptic zone, ensure that clean surgical scrubs are worn.
- No fashionable hair styling is warranted. Practice conservative hair styles and hair should not fall over the face. If you are keeping long hair, it should be tied up.

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- Wear the badge/ identity card depicting your name and designation. It is necessary to display your Personal identity, as well as your affiliation with the organization.
- Stethoscopes need to carry in the apron pocket or hand held. However, wearing a stethoscope around the neck appears to be a little pretentious.
- Do not try to tuck items such as cell phones, car keys or wallets. Try to keep them safely in your Pockets. This would reduce cross-contamination of infections.

Timing

Attending the hospital posting in time is a part of the discipline. Interaction with the patient during the allocated time must be followed. You should bear in mind not to infringe the patient's lunch or dinner time. Always seek the permission of the patient for interviews and physical examination. Also, ensure safety and security while examination of the patient. If you want to examine the patient in a separate examination room, seek the permission of the ward sister in-charge.

Setting

While the examination of the patient or during the interview, create an atmosphere of congeniality in the hospital. The atmosphere should be friendly, and the patient should feel comfortable with your examination.

Try to follow the instructions:

- The room where you intend to conduct the interview should be quiet, private, and free from disturbances.
 - Ensure that the patient sits or lie down on a comfortable chair or couch.
- Try to avoid prolonged conversations at one time. When you, along with your batch mates, are in the ward, let one-person converse with the patient.
Do not try to initiate conversations with multiple students.
Multiple short interactions are suitable than a single prolonged interview.

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• While collecting the information during the meeting, make sure that no intervening furniture between you and the patient. If the patient is in sitting position, you should directly face him/her or sit adjacent to him/her.

Behavior in the Wards:

During the clinical postings, you must follow the senior faculty member during their ward rounds. Instead of glazing over, you should observe the faculty members and watch their interactions. If possible you should consider emulating/ avoiding their observed behavior with the patients. You must also note down the positive body language signals observed . You must be choosy in word selection while interacting with the patient/colleagues/ seniors/faculty members. During patient interactions, you should be able to converse in a culturally acceptable non-harmful language. Familiarizing with the dialect and the local synonym of the words is essential for you to build rapport with the patient. Remember that spontaneity is vital in physical examination. To dig out, you should be able to coax the patient and administer different types of questions. During these interviews and physical examination procedures, you should make the patient feel comfortable and is at ease. This would facilitate better communication.

A word of caution in communication

As a habit, health care personnel lavishly use medical jargon during their conversations. The laypersons do not so easily understand such words. So it is always advisable to avoid complex medical words during a routine interview with the patients. Using simple words to explain the complex disease process would be able to gain the confidence of the patient. Technical words such as myocardial infarction might cause confusion and unnecessary anxiety among the patients. You also should avoid medical jargon like exacerbate, chronic, numb, and sputum—as a medical person easily understands these but not by the common public.

Always recollect the Names and pronounce them during the beginning, in between and at the end of the conversation, it is advisable to recall and pronounce the name of the patient. Sometimes it is difficult to recollect the name

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of the patient. But it is easy to read the name of the patient scribed on the case paper cover page. Before you initiate the conversation, read the name of the patient and call the patient by name .By doing so, you will be able to launch the process of winning the confidence of the patient as well as building rapport .Always confirm the name of the patient by cross-checking with him.

Things to do in Wards:

You can start working in the inpatient wards by selecting the patients and conversing with them. Remember to follow the rules of the wards:

- Whether the patient can understand the language, you are speaking.
- Are you familiar with the local language and dialect
- Greet the patient as you are approaching the bed.
- Call by the name of the individual.

Inquire about the demographic data.

You can find out how you can connect with the patient. Suggesting the commonality like native place, language, school, relatives, friends, other community members etc. with the patient is the easiest way to build rapport. By greeting “Namaste” or “good afternoon” or “good morning” you will be able to win the confidence of the patient. You should cautiously use the greeting while breaking the sad news.

A thorough understanding of body language and postures is essential. By posing with folded hands, you will be hindering frank conversation with the patient. Nodding the head and sending signals of active listening will facilitate the communication. A greeting by joining the palms and saying Namaste is traditional and can win the hearts of the patients. You can also use reassurance methods like keeping your hand on the shoulder. The touch of a guiding hand on the patient’s arm can be quite rewarding.

Standing

‘Standing by the right side of the patient’s couch is the traditional way of showing respect to the patient. Do not try to bend your knee and keeping the

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folded leg on the bed. Doing so would send signals of disrespect towards the patient. Always suggest or make signs of noticing the patients presence. You must note that the patient needs your attention. You should appear in a friendly manner, always smiling and ready to listen and eager to help. You can also show your facial expressions and empathetic attitude. When you meet the patient for the first time, introduce yourself and seek his/her permission for the interview or physical examination activity. You should always explain the purpose of your visit and its significance in assisting the diagnosis of the condition or its management.

Eliciting the history and Reflection

There are a variety of questions to obtain an account from the patient. Instead of simply posing the direct questions, you can incorporate indirect questions, yes/no type of items in your interview. When the information gathered doubtful or when the patient's sincerity is suspected, use triangulation. Sometimes patients maybe wavering and deviate from the inquiry. In such instances, you can intervene and bring them back on track. You should not be afraid to interrupt them but do it politely. During history, there can be instances of potentially offensive or embarrassing questions. You should use discrimination while gathering information of a sensitive nature.

You should follow the rules of the communication techniques like keeping eye contact while the patient is speaking. Suggestive gestures of active listening are essential in stimulating the sharing of private information. Avoid jotting down the information immediately in front of the patient. After a series of questions and their responses, you can note down the details by taking a break. Sometimes patients may be aggressive and offensive in their manners. They might refuse to answer a few sensitive questions and show their displeasure. But as a professional, you should restrain your emotions and do not react. You can also collect data on health care seeking behavior, the disease perception and the cultural taboos interfering with the management of the disease process .Try to elicit any cultural or religious beliefs interfering with the treatment. E.g. Muslim



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community members avoid taking anything by mouth in the daylight hours during Ramadan.

Silent Communication

You must have noticed that during routine conversations, silence is usually not tolerated. Silence is to be replaced by syllabinating that whether you are agreeing to the statement or listening to the discussion. Whereas during the patient interviews, silence is of importance. It suggests that you are as simulating the statement or feeling expressed earlier. It also stimulates the patient to continue and reveal further details. So, you must observe silence or practice not to comment or respond after every statement. You must develop the habit of listening through practice. Sometimes patients are aggressive and may not like to divulge important information with the students. In such cases, you should show restraint and seek the help of your superior faculty member. You should be polite and avoid confrontation with such angry patients.

The Interview

Always carry the format/schedule suitable for the type of patient. In the case of the paediatric patient, a format suitable for children and in case of obstetric instances, the OBGY schedule is appropriate. Before the interview, talk with the concerned nursing staff and inform your intention of discussion with the patient. The nursing staff might be able to contribute some additional back ground information. Also, choose the right place for the interview. You can select a quiet, private room where privacy is possible. Ensure that there is no clumsy furniture around. While taking down the notes, switch off the mobile phone. During the interview, yourself and your colleagues should be present. In the case of a female patient, it is advisable to have a female nurse by your side during the examination process. The relatives of the patients should not interfere in the interview process. It is an assertion that you should avoid complex medical words and jargons during conversations. You should attempt to understand what the patient knows and believes about the diseases process and its causation.

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Allow time for the patient to understand your question. Do not be in haste. The understanding process takes time. Let your inquiry be repeated and sure that the patient clearly understands each piece of information you want. You should be honest and should not exhibit any bias or prejudice. In case of doubt, repeat the information obtained and confirm it from the patient. After a thorough collection of the information, you should be able to summarize and present the case to the faculty member.

Here are some tips for the interview:

Body Language:

Your body language should be receptive, and you should not exhibit any over emotions. You should be skillful enough to pick up clues from the patient's body language.

Touching

Assuring the patient by way of touch is the most potent forms of nonverbal communication. However, it has to be managed discretely and with caution. Some of the forms of touch are shaking hands, touching on the back or shoulder, brief touch to the arm or hand. Judicious use of these forms will facilitate complete information mining.

Similarly, establishing eye contact is a powerful tool. When asking someone personal questions or when you want the patient to open up, sit in a position that your eyes are below theirs, indicating they have to look down at you slightly. This gesture will make the patient feel more in control and comfortable.

How to document the findings

Utilize the specific format prescribed by each specialty for documenting the patient's history and physical findings. Following these standard formats will help you to gather the complete information. You must remember that the information collected from the patient is confidential. It should not be disclosed either in formal or informal conversations.

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