A new service is now available to Vancouver Island-based undergraduate medical students, post-graduate residents and faculty around challenges and issues involving professionalism and ethical behaviour.

**What is professionalism?**

Professionalism is a major component of medical practice and clinical competence. Essentially the term professionalism is used to describe those skills, attitudes and behaviours which we have come to expect from individuals during the practice of their profession and includes concepts such as maintenance of competence, ethical behaviour, integrity, honesty, altruism, service to others, adherence to professional codes, justice and respect for others (CanMEDS).

**What is ethical behaviour?**

Ethical behaviour is based on honesty, fairness and equity in interpersonal, professional and academic relationships and respects the dignity, diversity and rights of individuals and groups of people.

**How can we help?**

The Regional Associate Dean, Vancouver Island, has encouraged the development of a clear and explicit protocol to provide consultation, support and guidance to Island-based learners and faculty around challenges and issues involving professionalism and ethical behaviour.

Our goal is to offer a confidential and neutral environment for those who may have concerns about professionalism issues or ethical behaviours, or may need more information about how to navigate the process for making a more formal complaint about alleged breaches in professionalism.

**This is not a formal complaints process.** Formal complaints about breaches in professionalism will continue to be received and dealt with by the UBC Faculty of Medicine Associate Dean, Equity and Professionalism in Vancouver.

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**Who to contact?**

Dr. Darlene Hammell is the Lead Faculty for professionalism advising and will be responsible for providing this new service.

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**Next steps?**

If you wish to set up an appointment to take advantage of this service, please contact:

Dr. Darlene Hammell

Email: dhammel@uvic.ca

Phone: 250-472-5508