



MAHATMA GANDHI MISSION'S DENTAL COLLEGE & HOSPITAL

Accredited by NAAC with "A++" Grade

Plot No. 1 & 2 Sector-01 (Old 18 & 19), Kamothe, Navi Mumbai- 410209

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CODE OF CONDUCT HANDBOOK


DR SRIVALLI NATARAJAN
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MGM Dental College & Hospital
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PREAMBLE

The **Code of Conduct** is a set of principles that has been developed to ensure that all students (graduate students, interns and post graduates included), staff, faculty, and volunteers in Mahatma Gandhi Mission Dental College and Hospital (MGMDCH) share a collective responsibility for maintaining the highest ethical standards and professional conduct in their relationships with each other and with patients.

MGMDCH, Navi Mumbai, calls upon students/faculty/staff to follow high ethical standards which have the benefit of the patient as their primary goal. In recognition of this goal, MGMDCH has been providing education and training to a dental student those results in society affording to the profession, with the privilege and obligation of self-government. To fulfill this privilege, these high ethical standards should be adopted and practiced throughout the dental school educational process and subsequent professional career. The institute believes that dentists should possess not only knowledge, skill and technical competence but also those traits of character that foster adherence to ethical principles. Qualities of honesty, compassion, kindness, integrity, fairness and charity are part of the ethical education of a dentist and practice of dentistry and help to define the true professional. As such, each dentist should share in providing advocacy to and care of the underserved. It is urged that the dentist meet this goal, subject to individual circumstances. The ethical dentist strives to do that which is right and good. Thus, MGMDCH Code of conduct is an instrument to help the dentist in this quest.

Nothing in this document is to be construed as contradictory to present or future college policies and procedures, and in the event of such conflict, college policies and procedures as outlined will prevail. Depending on the problem at hand, students, staff, and faculty may also seek advice from the members of respective committees such as admission, academic, research, curriculum, student welfare etc for further perusal


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STANDARDS OF CONDUCT

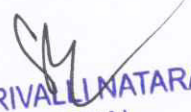
The determination of what constitutes ethical and professional behaviour is often a matter of personal opinion, as individuals within the professional community attempt to apply and interpret general principles. Although, this Code does not cover every ethical situation that might develop, the following general expectations can provide guidance in four areas of conduct:

1. Academic conduct
2. Professional conduct
3. Research conduct and
4. Clinical conduct.

In addition, the MGMDCH lists other SOP's of respective committees that students, faculty, and staff may consult for further perusal.

A. Academic Conduct

1. Students will regularly attend the lectures, be present for clinical work/appointments well prepared, appropriately dressed and with the necessary armamentarium. Students have to fulfill the attendance criteria for lecture and practical classes respectively as given by the MUHS University.
2. Students will neither give nor receive assistance in class work, preclinical or clinical exercises, projects, examinations or papers, that is not permitted by the In-charge/ Head of Department (HOD)/ or Dean of institute.
3. Students will not falsify records, signatures, lab projects, transcripts, letters of recommendation (LOR), or provide any information that may be misleading.
4. Students are accepted to maintain the confidentiality of internal and external assessment examinations taken during his/her enrolment in the BDS/MDS programme. They will not reproduce, share or use unauthorized/unreleased examination content through memorization, recording, or posting of questions, or answers in any format.
5. Students must participate in all academic, research, extension & outreach activities, guest lectures and other educational programs organized by the institute to stimulate the spirit of enquiry, attainment of knowledge, and understanding the needs, thoughtful formulation of worthy goals.


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6. Information in regards to the lectures and practical to be conducted should be provided to student a week prior for clear understanding of the subject.

7. Teachers must be committed to the highest professional standards in all interactions with learners, colleagues and patients. Teachers must provide the best information possible in an environment conducive to learning, and are obligated to provide fair and impartial assessments of learners' performance. Teachers also must respect the confidentiality of learners' assessments, and may divulge them only in appropriate settings. Teachers must realize that individual learners acquire their knowledge in different fashions and at different rates.

8. Communication is essential to learning, and teachers are responsible for fostering an environment in which communication is open and encouraged. Teachers are expected to clearly communicate their expectations of learners at the beginning of each course and clinic session. Teachers and learners must be open to legitimate questions and constructive criticism. Learners also must be assured that, to the extent possible, confidential discussions with teachers will remain confidential.

9. University mark sheets/degree certificate, transcripts, LOR, duplicate payment receipts, approval letters will not be provided to anyone without the signatory authority of Dean of the Institute.

B. Professional Conduct

1. All faculty, staff, students and volunteers will abide by the Principles of Ethics and Code of Professional Conduct given by Dental Council of India (DCI).

2. All faculty, staff, students and volunteers will respect the rights, safety and welfare of other persons of MGMDCH (patients, faculty, students, staff, volunteers and visitors) and community.

3. Discrimination relating to sexual orientation, race, ethnicity, religion, age, gender, national origin, disability, or medical condition will be considered unethical.

4. No faculty member, teaching assistant, research assistant, HOD, Dean, or other administrative officer should vote, make recommendations or in any way participate in the decision of any matter which may directly affect the employment, promotion, academic status, or evaluation of a student with whom he or she has or has had a familial, sexual, or romantic relationship.

5. All faculty, staff and students are expected to arrive to class and clinic on time and stay until preclinical and clinical instruction and clinical care is completed.

6. When contacting the public/patients, the appearance and clothing of faculty, staff must be neat, clean, dignified and in apparent good condition. Students have to compulsorily wear their



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uniforms (full length sleeves shirt with college logo, formal pant (ankle length). No leggings, three fourth, shirt without college logo, t shirt will be entertained. During the clinical/preclinical work, appropriate protective clothing (apron/surgical gown) with mask and head cap must be worn in accordance. Aprons is considered to be on of the mark of respect of our profession and has to be worn only during college hours. Anyone found wandering off campus in aprons will be penalized.

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7. Student behavior in the classroom is expected to adhere to professional standards and contribute in a positive way to the learning process. Behavior that may be interpreted by the faculty or other students as rude, disruptive, or that infringes on the rights of faculty or other students to effectively engage in the teaching/learning process will not be tolerated.

8. Institutional resources such as classrooms, laboratories, clinics, library facilities, research and clinical instruments, computer hardware and software, and internet services are provided for the purposes of education, research and patient care. Use of these resources for personal business is allowed only where prior written approval has been obtained.

9. Willful property loss or damage caused by a faculty, student, staff or volunteer will be considered violation of the Code of Professional Conduct and will be penalised.

10. Student, staff, faculty should completely restrict themselves from consuming alcohol, smoking cigarette or taking intoxicating drug in the work place. Anyone found to have problems associated with chemical dependency will be offered the opportunity for evaluation, treatment, and rehabilitation in accordance with the policies.

All members of MGMDCH will be expected to abide by the Code of Conduct in all situations and at all locations on and beyond the campus. Unprofessional behavior at off-campus locations reflects badly on the individual and the institute.

Reports of unprofessional behavior will be referred to the MGMDCH Code of Conduct Committee regardless of the location where it occurred.

C. Research Conduct:

1. In developing research protocols and funding applications, MGMDCH IEC standards regarding protection of human subjects, preparation and submission of budgets, and other matters associated with this process shall be followed.

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2. Fabrication, falsification, or plagiarism in proposing, performing, or review research, or in the reporting results will not be accepted

3. A research participant must grant informed consent for any test or procedure to be performed for the sole purpose of research

4. The researcher will have to practice intellectual integrity, ensuring the welfare of human and animal research subjects, exercising diligent and unbiased acquisition, evaluation, and reporting of scientific information and adhering to IEC council regulations for the conduct of research. The integrity of all research data must be safeguarded; any violation should be reported to the alleged violator's in charge/member secretary IEC/Dean of the institute.

Fair and wise use of resources and practices that comply with laws, regulations, and policies governing conflicts of interest, sponsored research, and the delivery of and reimbursement for healthcare services should be followed. Business practices should be transparent and fair. A continuous evaluative process should examine and address how practices may be exclusionary and/or perpetuate disparities.

D. Clinical Conduct

1. In the clinics, the primary professional obligation shall be to provide competent and timely delivery of quality care within the bounds of clinical circumstances presented by the patient, with due consideration being given to the chief needs and desires. Failure to follow through with the approved signed plan of care in a timely manner is considered unethical, unless the patient is consulted and signed approval by a faculty member is obtained.

2. No person shall be discriminated against because of sexual orientation, race, ethnicity, religion, age, gender, national origin, disability, or medical condition.

3. Patient records must be maintained in such a way as to safeguard confidentiality and to protect the patient's welfare. Patient records must be accessible to other faculty, staff or students to allow provision of care. Students, staff, and faculty must maintain professional confidentiality about patients in accordance with institute policy and medico legal aspect.

4. Services performed for patients shall be limited to those listed in an approved plan of care, or diagnostic and emergency/urgent procedures authorized by supervising faculty. Reasonable arrangements shall be made for emergency care of patients of record, in accordance with institute policies.

5. Students shall treat patients under the supervision of MGMDCH faculty in approved locations. Consultation from another specialist or specialty clinic at the MGMDCH shall be sought

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whenever the welfare of the patient calls for it. When accepted professional standards of care are not followed, faculty in charge should be notified at the earliest possible time.

6. Support staff shall be assigned only those duties which they are qualified to perform. Faculty shall prescribe and supervise the work of all staff personnel working under their direction and control.

8. Care being rendered to patients shall not be represented in a false or misleading manner. Anyone who represents that a dental treatment recommended or performed has the capacity to cure or alleviate disease or other conditions, when those representations are not based on accepted scientific knowledge or research, is acting unethically.

9. Inserting false information in a patient record, altering or forging a signature, or misrepresenting any material fact regarding a diagnosis, treatment, or management of a patient shall be considered unethical.

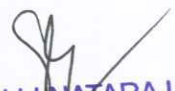
10. Fees being charged for providing care shall not be represented in a false or misleading manner

11. Patients should be informed of their present oral health status without disparaging comments being made about prior services, whether or not provided at the MGMDCH. Patients should be informed, in language the patient could reasonably be expected to understand, of the nature of the disease, the proposed treatment, any recognized alternatives, the possible risks, complications, and anticipated benefits involved in the treatment and recognized alternatives. Information should be provided to a patient in a manner that allows the patient to make informed decisions regarding his treatment. Educational requirements shall take lower priority to the patient's welfare, in situation of conflict. Unjustified comments can be grounds for disciplinary action against the person making such statements

12. A person's training or competence shall not be represented in any way that would be false or misleading. Failure to exercise approved infection control procedures is considered unethical behavior.

14. A patient's confidential communication shall not be disclosed to any individual not involved in that patient's care, unless permission has been granted in writing by the patient in accordance with law

15. Prescribing or distributing controlled substances in violation of the law or University rules shall be considered unethical.


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16. Physical and mental fitness of reasonable degree is expected in each medical practitioner. No faculty, student or staff shall treat patients while under the influence of alcohol, controlled substances, or any medical treatment that may impair clinical judgment or psychomotor function. In case anyone is a carrier of serious infectious disease such as HIV, Hepatitis B and C or Tuberculosis, flus and other epidemics he/she must take necessary steps to prevent the spread of such infection to her/his patients and colleagues, should immediately seek appropriate investigation and treatment and should inform the concerned authority. If anyone comes to know about any medical practitioner continuing practice in spite of being infected with communicable disease without having informed the Council, he/she should report to the Medical Council about such unethical practice. However, the status and rights of an infected medical practitioner as an employee should be safeguarded and restriction or modification, if any, will be determined on a case-by-case basis.

17. All faculty members of MGMDCH should take part in health/ dental education activities. However, he/she must not use such activities for promotion of his/her practice or to canvass for patients. Any information provided should be objectively verifiable and presented in a balanced manner, without exaggeration of the positive aspects or omission of significant negative aspects


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RESPONSIBILITY IN REPORTING VIOLATIONS

Faculty, students and staff of MGMDCH have the responsibility to report violations of the Code of Professional Conduct. Depending on the nature of the alleged offense, the individual has the option of communicating a violation informally or formally.

A. Informal: The informal option may involve one or more of the following steps:

1. Approach the person directly, calling attention to the specific situation that appeared to be an ethical violation.
2. Discuss the situation confidentially with respective committee in-charge, student mentor, and head of department or Dean. Alternatively, any situation involving a faculty or staff member within a department may be discussed confidentially with the head of department. Code of Professional Conduct involving staff may also be discussed confidentially with the staff member's immediate supervisor.
3. Discuss the situation confidentially with the dean if it seems preferable to go outside of MGMDCH.
4. The results (such as circumstances, allegations and outcomes) of this informal proceeding (steps 2 or 3) must be documented and retained by the in-charge/ committee head/dean. Often such a proceeding is the most appropriate way to resolve a problem; if however, it is unsuccessful, the formal procedure should then be followed.

B. Formal: The formal option requires submitting a written complaint to the appropriate authority

1. For Staff: Disciplinary procedures will be handled in accordance with MUHS/DCI regulations
2. For Faculty: Procedures for disposition of formal complaints against faculty should follow MGMDCH procedures before Dean takes any disciplinary action.
4. For Students: Disciplinary procedures will be handled in accordance with the MGMDCH Code of Conduct. Students have the right to a fair and impartial hearing on any charge of misconduct and will be provided such a hearing before student welfare committee. The Committee will hear the complaint of the alleged violation as made by the plaintiff (person making the complaint), all information presented by the defendant (student being charged with the alleged violation), all witnesses brought by the plaintiff and the defendant as well as any witness of its own calling, and make recommendations to the Dean of its findings and any recommendation for disciplinary sanction. A pending action shall not prevent the defendant



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being charged from continuing in the academic program unless extraordinary circumstances exist, such as a clear and present danger to the safety of other students, patients, faculty, or University property. Should such circumstances exist, the Dean shall make recommendations to the management, who has authority to act in an emergency. If immediate danger exists, a faculty has the prerogative to remove a student from the patient care process for up to five business days. In that situation, both the student and faculty shall immediately present themselves to the Head of Department to initiate due process. In non-clinical situations, such removal from class shall be reported immediately by the faculty member to the concerned committee in charge.

4. For Complaints Concerning Discrimination: The internal complaint cell (ICC) investigates complaints that an institute employee has violated the institutes 'on-discrimination or non-retaliation policies. The institutes ICC member secretary is available to review individual concerns relating to compliance and Code of Professional Conduct to provide compliance support for programs, departments, schools, colleges, and campuses relating to discrimination based on sex or disability and providing access and reasonable accommodation for persons with disabilities. Any individual with a complaint can contact these offices directly.


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PROCEDURAL GUIDELINES

To insure due process and fairness during the proceedings of the COC, these steps will be followed:

- a. The defendant is entitled to appear at the hearing, to hear summary statements of the accusations, to provide the Committee supporting oral and documentary information, to make opening and closing statements, to call and question witnesses testifying for or against him or her, and to rebut any information presented. Failure of the defendant to appear at the hearing shall not preclude the Committee from making its recommendations to the Dean based upon its findings and conclusions.
- b. The defendant and plaintiff do not have the right to be present during deliberations of the Committee. The Committee may question the defendant and summon, present, and reasonably question any witnesses as needed.
- c. The defendant may be accompanied by the advisor of his/her choice.
- d. The plaintiff may be present to hear all testimony, to question witnesses, to provide supporting information, and to rebut information presented by the defendant.
- e. Only the evidence presented at the hearing will be considered in determining whether the Code of Professional Conduct was violated.
- f. The Committee will have access to procedural files of cases similar in nature for consistency in their decision-making. Any records of the defendant's previous violation of the Code of Professional Conduct will be made available to the Committee only after a decision is reached concerning the present charges. However, previous records will be available prior to determining what sanction is to be imposed and may be considered during deliberations for the imposition of sanctions in the current case.
- g. Hearings conducted by the Committee will be held in closed session to preserve confidentiality, except when the defendant requests a public hearing and the Committee approves the request.
- h. All proceedings of the Committee will be conducted with reasonable dispatch and terminated as soon as fairness to all parties permits.
- i. An adequate record of the proceedings will be kept. At a minimum, such a record would include a tape recording of the Committee hearing. All parties present shall be informed that the proceedings are being recorded.
- j. All matters brought before the Committee will be handled in the strictest confidence; and it shall be the responsibility of the members to insure such confidentiality by every means.
- k. At the completion of the hearing, the COC will recommend to the Dean one of the Disciplinary Outcomes described in the next section.
- l. The Dean will make the final decision and provide the defendant with a written notice of his/her decision. If the decision is other than exoneration, the notice shall include the violation; the disciplinary outcome applied; the period of time involved for application of the outcome; any conditions to be met during the sanction and/or any restitution to be made for damage or loss to



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the University, other property, or injury to persons; and notice that failure to make arrangements for such restitution will result in cancellation of the defendant's registration and any subsequent registrations; and notice of his/her right to appeal the Dean's decision, within 21 calendar days, in writing to MUHS, Nashik. If dismissal is the sanction applied, the Dean will make such a recommendation which will be forwarded to the management of institute.

m. Final action on disenrollment of the defendant will be taken only after final confirmation is received from the university/management.

n. The Dean shall forward a copy of the disciplinary letter and all COC materials related to the case, all documentary or other physical evidence produced or considered in the proceedings and all recorded testimony to the defendant's disciplinary file. Retention of such files will be maintained in accord with the University and management rules and regulations.

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DISCIPLINARY SANCTIONS

The following definitions of disciplinary sanctions have been established to provide consistency in the application of sanctions for students:

Disciplinary Definitions:

- a. Exoneration: Formal clearance of charges alleged.
- b. Reprimand: Written reprimand issued when the violation of the Code of Professional Conduct is not sufficient to call for Disciplinary Probation.
- c. Disciplinary Probation: Formal action placing conditions upon the student's continued attendance for violations of the Code of Professional Conduct. Disciplinary probation warns a student that any further misconduct will automatically raise the question of dismissal from the School. Disciplinary probation may be for a specific term, or for an indefinite period which may extend to graduation or other termination of the student's enrollment in the School.
- d. Suspension: Suspension of student enrollment for a stated or an indefinite time period.
- e. Dismissal: Dismissal, either temporary or permanent.
- f. Restitution: Compensation for damage or loss to the University or other property, and for injury to persons.


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