

Title: Medical Student Electronic Communication Policy	Category:
Accountable Dean or Director: Senior Associate Dean, Student Affairs	
Policy ✓ Procedure ✓ Other	
Reviewed By: Curriculum and Policy Subcommittee	Approved By: Executive Oversight Committee
Review Dates: 3/31/23	Approval Dates: 4/7/23

RELEVANT LCME STANDARDS:

N/A

PURPOSE AND SCOPE:

The purpose of this policy is to establish that electronic mail (email) is the official method of communication and is a professional resource to assist in the day-to-day educational, research, and services goals and activities of the medical school and institution.

POLICY:

The ISMMS uses the student registered email (@icahn.mssm.edu) as the sole official form of communication upon matriculation through graduation and maintains appropriate listserv(s) for dissemination. All medical students are required to read, respond, and send email messages in an accurate, timely and professional manner.

PROCEDURE:**Responsibility and Timeliness**

Students are responsible for knowing and complying with the content of official communication and for responding to messages appropriately. Best practices include responding to emails within 72 hours, setting a daily time of day to go through your emails, creating filters and identifying “VIP” senders that can help you prioritize messages.

Medical education requires coordination with various stakeholders throughout the Mount Sinai Health System and across the medical school. At times, students will be required to complete compliance paperwork, respond to document requests, and to meet other administrative tasks

with firm deadlines. You are required to remain current in all tasks in order to continue your medical education.

It is important to recognize that the intended recipient of your message may not be available for an immediate response and response times will vary among the faculty and staff. If you have not received a response in 5 business days (this excludes weekends), a follow-up email (forwarding the first message) is suggested.

Presentation of self and representation of ISMMS

The ISMMS student email address is an automatic connection of students to the institution, thereby an extension of the ISMMS reputation. Email communication is as close to an in-person conversation as one can have and requires civility and clarity. Students should be mindful that electronic communication does not provide the same benefits as face-to-face communication: body language, tone/inflection, and the other elements important to effective communication.

Students should exercise professional judgement when sending email communications within and outside the ISMMS community. It is imperative to remember that you are solely responsible for what you email and should exercise your best judgment and personal responsibility. Pause and reflect before you hit send. Additional practices include a professional introduction of yourself and to the recipient, using appropriate titles until invited to communicate differently. Like your future patients, the preferences will vary from first name to more formal (Dr. Z), and you should be mindful of assuming gender (Miss or Mr.) as a greeting.

Students are encouraged to create and keep updated an email signature line that includes your full name and if different from the email address, be certain to include your preferred name; in addition to pronouns, previously earned graduate degrees, MD academic program, current year and projected graduation date. A good example is:

Alexander “Alex” Sinai, MPH (he/they)
M2, MD/PhD Program
Icahn School of Medicine at Mount Sinai

Listserv Use

Listserves provide senders with an ease to communicate with a large group without having to identify each individual recipient. Medical students are enrolled in four listservs, two of which are required and two that are optional, as follows:

Official School-use listservs

The following two listservs are for official school-use only. Messages received that are not appropriate for either/both listserv will be redirected and feedback provided to the sender by the Office of Student Affairs. **Students may not opt-out of the below-mentioned listservs.**

- Class-specific listserv (mssm20xx@lists.mssm.edu): students are subscribed to a class listserv at matriculation and adjusted as needed to account for any change to a student’s graduation year. Typical messages include but are not limited to announcements from the Department of Medical Education, Medical Education and other administrative units,

mandatory class meetings/town halls, administrative tasks and deadlines, student council and class representative information, and general news.

- Mount Sinai Health System listserv (students-all@lists.mssm.edu): all students across the Icahn School of Medicine are subscribed to this system-wide listserv. Typical messages include but are not limited to system-wide broadcast messages (e.g., faculty promotions, creation of new academic units), emergency management, and are messages intended for all registered students at the Icahn School of Medicine.

Student-use listservs

The following two listservs are intended to encourage community building across and within the student body. **Student may opt out of the below-mentioned listservs.**

- Student events listserv (students-events@lists.mssm.edu): all students are subscribed to this listserv at matriculation. The listserv is to announce events, activities, social gatherings, volunteer call-outs and clinical/research student positions (e.g. EHHOP, urgent organ procurement flight). You can denote the audience of the intended message in the subject line of the email, for example: *MD-all (include topic); MS1-only (then list the event); All students (then list the event)*.
- Student advertisements (Students-ads@lists.mssm.edu): all students are subscribed to this listserv at matriculation. The listserv is to share items for sale or giveaway, sublet and other residential offering/needs, in search of other services (e.g. formal ticket needed, babysitting, dog walking).

Access, disclosure and consequences

Per the [Mount Sinai Health System Email Use Institutional Policy](#), all messages are ISMMS records. The School reserves the right to access and disclose all messages sent over its electronic mail system. The Health System reserves the right to review any information, files, or communications sent, stored, or received on its computer systems.

Inappropriate use may result in loss of access privileges and disciplinary action up to and including dismissal. This includes, but is not limited to:

- Unauthorized attempts to access another's email account.
- Transmission of sensitive or proprietary information to unauthorized persons or organizations.
- Transmission of obscene or harassing messages to any other individual.
- Transmission of offensive material, solicitations, or proselytization for commercial ventures, religious or political causes, or other non-job-related solicitations.
- Any illegal or unethical activity or any activity which could adversely affect ISMMS.

Inappropriate use of email and listservs as outlined in this policy may be reported through several mechanisms, including but not limited to the [Addressing Mistreatment and Other Unprofessional Behaviors Directed at Students and Trainees](#).

Students found in violation of this, and other policies will be subject to disciplinary action as outlined in the [Due Process and Discipline Policy](#).

RELATED POLICIES:

[Mount Sinai Health System Social Media Institutional Policy](#)

[Mount Sinai Health System Email Use Institutional Policy](#)

[Due Process and Discipline Policy](#)

[Addressing Mistreatment and Other Unprofessional Behaviors Directed at Students and Trainees](#)

[Student Code of Conduct](#)

