

Welcoming a Learner to your Practice

It's always easier to work with someone when you know them a little better and they feel comfortable. To get the most out of your time together with your learner, follow these steps to find out a little about them, let them get to know you and your practice, and help them understand expectations for their clinical experience.

STEP 1: Prepare your office

When everyone in your clinic knows that a learner is coming, they're ready to help them feel comfortable and supported.

- Let staff and patients know a learner is coming
- When your clinic is making appointments, try to book patients who have agreed to let learners care for them
- If your clinic sends confirmations and/or reminders, include that a learner may be involved in their care
- Use signage that outlines that you have medical students and/or residents

STEP 2: Prepare your learner

Contacting your learner by phone or email reassures them that they are expected and that you are prepared for their arrival.

- Let them know the time and duration you are expecting them
- Give them a list of key contacts - staff lead, Medical Office Assistant (MOA), etc.
- Provide orientation information including arrival time, preferred clinic attire, and available facilities
- Don't forget other important information like parking or transit directions

STEP 3: Orient your learner

Set aside time after the learner arrives so they can be given a tour of the physical office space and oriented to the clinical learning environment.

- Tell the learner where they can put their things and find the bathroom
- Show them what spaces they can use and the layout of the office/exam rooms
- Indicate where they can find equipment and supplies
- Give your learners some time to orient themselves to charting procedures
- Outline the flow of patients visiting the clinic