

Dept. Procedure Title	What do to if a GME Resident/Fellow Fails to Arrive for a Shift - GME	Procedure ID	33053
Keywords	Late, Resident, Shift, Welfare Check, Police, Designated Employee, No-Show		
Department	Graduate Medical Education		

I. Purpose of Procedure

The purpose of this procedure is to establish the procedures for Dartmouth-Hitchcock (Mary Hitchcock Memorial Hospital-sponsored) Graduate Medical Education (“GME”) training programs accredited by the Accreditation Council for Graduate Medical Education (“ACGME”) to follow when a resident or fellow (collectively referred to herein as “Resident”) fails to arrive in a timely manner for a scheduled clinical shift or other educational activity.

II. Procedure Scope

The procedure applies to all Residents participating in ACGME-accredited programs at Dartmouth Hitchcock.

III. Definitions

Designated Employee: The individual whom is designated to follow the steps in this procedure. The Designated Employee should not be the Resident’s peer or a more junior individual.

Designated Institutional Official (DIO): The individual in a sponsoring institution who has the authority and responsibility for all the ACGME-accredited GME programs.

Program Leadership: The Program Director, Associate Program Director, Supervising Attending or Program Coordinator for the ACGME-accredited training program.

Resident: Any resident or fellow physician in an accredited graduate medical education program at Dartmouth-Hitchcock.

Welfare Check: When law enforcement physically goes to someone’s home to see if check that they are safe/well.

IV. Equipment N/A

V. Procedure

Reminders

- **NEVER** send an employee to the Resident's home in an effort to locate the Resident.
- **NEVER** access medical records, Emergency Department schedules, or related information to try to find the Resident.
- **REMAIN CALM.** Often, when an employee is significantly late for a shift, there is a cause related to miscommunication or another problem that does not relate to the employee's safety.
- **REFRAIN** from involving other employees in the situation unnecessarily. Only consider involving another employee if the employee is on duty and would have a clear reason to know the Resident's whereabouts (for example, the employee is a known roommate, spouse, or emergency contact of the Resident).

Procedure for Weekday, Daytime Hours

1. The Resident fails to arrive to work.
2. The individual who notices that the Resident has failed to arrive for work notifies the Resident's Chief Resident, Supervising Attending, Program Director, Associate Program Director and/or Program Coordinator (Program Leadership). After receiving such notice, Program Leadership designates one employee (generally the Program Coordinator) to follow the steps outlined in this procedure (the "Designated Employee"). The Designated Employee should not be the Resident's peer or a more junior individual.
 - In the event that the individual who notices that the Resident has failed to arrive is unable to reach the Program Leadership, the individual reaches out to GME Leadership (DIO or Operations Director).
 - If neither Program Leadership nor GME Leadership can be reached, the Designated Employee emails [Employee Relations](#) with the subject line that the situation is "Urgent."
3. The Designated Employee checks for recent communication to any Program Leadership from the Resident (e.g., last-minute emails, texts, phone, and other messages). Often, reference to recent communications resolve the issue.
4. If Step 3, above, fails to resolve the issue, the Designated Employee waits a reasonable time for the Resident to arrive. In many or most cases, this means waiting at least 30 minutes beyond the Resident's expected arrival time.
 - In determining how long to wait, the Designated Employee may consider various circumstances, including weather conditions, known traffic delays or hazards, the job-related activities that the Resident was scheduled to perform, the Resident's attendance history, and similar factors.
5. After a reasonable time has passed, the Designated Employee: (1) calls or texts, and (2) pages the Resident. The Designated Employee may also consider emailing the Resident, if appropriate.

6. If the Resident does not respond within a reasonable time (typically an additional 30 minutes, but considering factors including those listed above), the Designated Employee attempts to (1) call or text, and (2) page the Resident an additional time.
7. If that does not resolve the issue, the Designated Employee may then decide to call the Resident's emergency contact. Absent unusual circumstances, the Designated Employee should not call an emergency contact unless a Resident is at least one hour late for their shift.
8. If the Designated Employee has not resolved the situation through the above steps, the Designated Employee consults with GME Leadership. Unless the Designated Employee is aware of an actual emergency, the Designated Employee should not call the local police in the town where the Resident lives for a welfare check unless they have permission to do so from GME Leadership or Employee Relations.
9. As needed, the GME Leadership may contact Employee Relations to provide guidance and/or contact other staff or agencies (e.g., Security, Police Department).

Procedure for Weeknights/Weekend

1. The Resident fails to arrive to work.
2. The individual who notices that the Resident has failed to arrive for work (generally another Resident) alerts the Supervising Attending. Between them, they will decide who will take the next steps (Designated Employee) based on current patient care events taking place. The Designated Employee should not be the Resident's peer or a more junior individual.
3. The Designated Employee checks for recent communication to Program Leadership from the Resident (e.g., last-minute emails, texts, phone, and other messages). Often, reference to recent communications resolve the issue.
4. If this fails to resolve the issue, the Designated Employee waits a reasonable time for the Resident to arrive. In many or most cases, this means waiting at least 30 minutes beyond the Resident's expected arrival time.
 - In determining how long to wait, the Designated Employee may consider various circumstances, including weather conditions, known traffic delays or hazards, the job-related activities that the Resident was scheduled to perform, the Resident's attendance history, and similar factors.
5. After a reasonable time has passed, the Designated Employee: (1) calls or texts, and (2) pages the Resident. The Designated Employee may also consider emailing the Resident, if appropriate.
6. If the Resident does not respond within a reasonable time (typically an additional 30 minutes, but considering factors including those listed above), the Designated Employee attempts to (1) call or text, and (2) page the Resident an additional time.
7. If the above steps (4-7) do not resolve the issue, the Designated Employee may then decide to call the Resident's Program Director or Associate Program Director. The Program Director or Associate Program Director decide if the Resident's emergency contact should be called. Barring unusual circumstances, the emergency contact should not be called unless a Resident is at least one hour late for their shift.

8. The Program Director determines whether to contact the local Police Department (in the town where the Resident lives) for a welfare check. After contacting the Police Department, the Program Director notifies the DIO.

VI. References N/A

Responsible Owner:		Contact:	Karen Miller
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