

# UNIVERSITY OF MISSOURI-KANSAS CITY SCHOOL OF PHARMACY

## STANDARDS OF PROFESSIONAL AND ETHICAL BEHAVIOR

### I. PREAMBLE

One of the goals of a pharmacy school is to educate a Doctor of Pharmacy Student during the transition to a professional life. The University of Missouri-Kansas City School of Pharmacy ("School") has an obligation to evaluate students pursuing the Pharm.D. degree as thoroughly as possible for their cognitive abilities, their academic and professional knowledge and skills, their integrity, and their suitability for the practice of pharmacy. All pharmacy students shall comply with these Standards of Professional and Ethical Behavior ("Standards") which have been developed to guide the pre-professional behavior of professional degree-seeking pharmacy students of the School and to prepare the pharmacy students to meet the ethical standards of the pharmacy profession. Pharmacy students are encouraged to report fellow students whom they reasonably believe have failed to meet the Standards by filing a Student Behavior Reporting Form.

### II. HONESTY

A pharmacy student shall deal honestly with people including, but not limited to, colleagues, instructors, representatives of the University, patients, physicians, and other members of the health care team. Pharmacy students are expected to demonstrate honesty and integrity in all aspects of their interactions with patients and staff – particularly in assuring accuracy and completeness in their actions and documentation. The pharmacy student shall be willing to admit errors and must not mislead others or promote himself/herself at the patient's expense.

The basic principle underlying all research is honesty. Scientists and pharmacy students who participate in research have a responsibility to provide research results of the highest quality; to gather facts meticulously, to keep impeccable records of work done; to interpret results realistically, not forcing them into preconceived molds or models; and to report new knowledge through appropriate channels. Co-authors of research reports must be sufficiently acquainted with the work of their co-workers that they can personally vouch for the integrity of the study and validity of the findings and must have been active in the research itself.

Examples of academic dishonesty include, but are not limited to, the following:

#### Cheating

- Use of any unauthorized assistance in taking quizzes, tests, or examinations; dependence upon the aid of unauthorized sources in writing papers, preparing reports, solving problems, or carrying out other assignments; acquisition or possession without permission of tests or other academic material belonging to a member of the university faculty or staff; in any way giving assistance to others who are participating in any of the three preceding types of behavior; or falsifying attendance records or other official documents.

#### Plagiarism

- Use by paraphrase or direct quotation of the published or unpublished work of another person without fully and properly crediting the author with footnotes, citations or bibliographical reference; unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials; or unacknowledged use of original work/material that has been produced through collaboration with others without release in writing from collaborators.

#### Sabotage

- Unauthorized interference with, modification of, or destruction of the work or intellectual property of another member of the university community.

Examples of dishonesty related to clinical practice include, but are not limited to, the following:

Falsification of Patient's Medical Record or Information

- Writing progress notes or other documentation regarding the patient's status, including, but not limited to, clinical observations or results in the patient's chart when the pharmacy student has not seen or evaluated the patient, or using incorrect times of data entry. Reporting medical information such as physical examination finds, lab values, test results, and any other relevant patient information to other students, residents, attending physicians, the patient, the patient's family, or other relevant health care personnel that has been fabricated by the pharmacy student.

Diversion and Theft of Drugs and Other Property

- The illegal distribution or abuse of prescription drugs or their use for unintended purposes, or purposes not intended by the prescriber; includes but is not limited to the theft of drugs, the theft of prescription pads and forgery of signatures on prescription pads, and selling drugs that were legally prescribed to one person to other individuals; taking of the property of another without authority or permission.

**III. RESPONSIBILITY**

A pharmacy student must acquire competencies with the appropriate concepts, knowledge, and skills which the faculty determine to be essential. These competencies shall be utilized to care for the sick and to promote the health and welfare of society. A pharmacy student shall recognize a responsibility to participate in activities contributing to an improved community.

Pharmacy students in the care of patients must not be harmful, dangerous, or negligent to the mental or physical health of a patient or the public. Negligent means the failure to use that degree of skill and learning ordinarily used under the same or similar circumstances by other pharmacy students.

Students must be familiar with and follow the rules, regulations, and policies and procedures of the School, , UMKC, University, and related professional organizations. Students shall be familiar with and comply with the policies and procedures of the clinical sites where they are assigned.

While the University and School are committed to the rights of students to free expression, they also have the right to restrict certain conduct which violates the law or University policy, or otherwise directly interferes with the functioning of the University or School, and/or its clinical affiliates. Students are expected to be knowledgeable of, and comply with, the limits on free expression as set forth in the University "Commitment to Free Expression," available at

<https://freespeech.missouri.edu/commitment-to-free-expression/> .

**IV. PROFESSIONAL BEHAVIOR**

A. Nondiscrimination

The University prohibits discrimination on the basis of race, color, national origin, sex, pregnancy, sexual orientation, gender identity, gender expression, religion, age, ancestry, disability, protected veteran status, or any other basis protected under applicable law in admissions, educational programs or activities, and employment. Collected Rules and Regulations ("CRR") 600.010. The University has an AIDS policy statement consistent with Missouri law that prohibits discrimination against persons with AIDS, AIDS Related Complex ("ARC"), or who are HIV positive.

Students shall not engage in sexual harassment, sexual discrimination, or sexual misconduct as set forth in CRR 600.020.

#### **B. Representation**

A pharmacy student shall accurately represent himself/herself to others including, but not limited to, colleagues, instructors, representatives of the University, patients, pharmacists, and other members of the health care team.

Examples of misrepresentation include, but are not limited to, the following:

- A pharmacy student shall never use the title of “pharmacist,” as this clearly misrepresents the student’s position, knowledge, and authority.
- Use of fraud, deception, lies, or bribery in securing any certificate of registration or authority, diploma, permit or license issued, or in obtaining permission to take any examinations.
- Impersonation of any person holding a certificate of registration or authority, permit, license or allowing any person to use his/her certificate of registration or authority, permit, license, or diploma from any school.

Forgery, alteration, or misuse of a patient’s medical records or knowingly furnishing false information to the other members of the health care profession and/or professional organizations.

Representations on social media shall accurately reflect that any opinions voices are those of the student and the student is not speaking on behalf of the University, UMKC, School, or any clinical affiliate.

#### **V. CONFIDENTIALITY AND PRIVACY**

A pharmacy student shall respect the rights of patients, colleagues, and other health professionals, and shall safeguard patient confidences within the constraints of the law. The patient’s right to confidentiality in regard to his/her medical record, which includes confidentiality of personal and social history, is a fundamental tenet to medical care. Proprietary information from clerkship and/or externships shall not be shared.

The discussion in public of the problems of an identified patient, without the patient’s permission, by professional staff (including other students) violates patient confidentiality and is unethical. Under no circumstances can any medical record be removed from the institution. Photocopying of the entire record is never permitted for presentations or rounds; students are permitted to extract information, but not copy “wholesale” parts of the chart. Names of patients should be omitted from any documents used for these presentations.

Any protected health information (“PHI”), as defined by HIPAA, of patients, or any patient identifiers, hospital room numbers, or photographs of patients or their hospital or clinic rooms shall not be posted on social media.

#### **VI. DISCLOSURES OF INFORMATION**

While the pharmacy student is a member of the patient care team and under faculty supervision, a pharmacy student shall continue to study, apply and advance scientific knowledge, make relevant information available to patients, colleagues, and the public, obtain consultation, and use the talents of other health professionals when indicated.

Sharing of medical information appropriately with a patient and colleagues involved in the care of the patient is a fundamental ethical requirement. The patient must be well informed to make health care decisions and work intelligently in partnership with the patient care team. Information that the patient needs for decision making shall be presented in terms the patient can understand. If, for some reason, the patient is unable to comprehend, there shall be disclosure to the patient’s authorized representative.

Failure of a pharmacy student to share medical information relevant to a patient with the patient and colleagues involved in the care of the patient is unethical. Providing inaccurate information with these individuals is also unacceptable.

Students are prohibited from communicating with patients and/or their authorized representatives or family members on social media. Any conversations regarding specific patient health care conditions, treatments, or particular processes in a clinical setting can be mutually beneficial for the professional community; however, these must only occur without identifying patients and when using professional social media sites that maintain the privacy and security of communications with registered users.

#### **VII. ASSESSMENT OF PERSONAL COMPETENCE (SELF-EVALUATION)**

Pharmacy students shall seek consultation and supervision whenever their ability to play their role in the care for a patient is inadequate because of lack of knowledge or experience.

Students are expected to respond to constructive criticism by appropriate modification of behavior.

It is unacceptable for a pharmacy student to dispense prescription medications or to prescribe therapies without supervision.

#### **VIII. PROFESSIONAL DEMEANOR, APPEARANCE, AND COMMUNICATIONS**

##### **A. Professional Demeanor**

The pharmacy student is expected to be thoughtful and professional when interacting with faculty, patients and their families, attending physicians, pharmacy preceptors, other students, and other members of the health care team and whenever his/her behavior may influence adversely the judgments of others about the School, UMKC, or University. Students shall comply with the code of ethics for pharmacists, both on campus and at clinical sites.

Inappropriate behaviors include, but are not limited to, either in person, writing, or on social media: (1) the use of offensive, vulgar, lewd, obscene, profane, or unprofessional language, gestures, images, or videos; or (2) cyberbullying. Any conduct or speech that materially and substantially interferes with the educational process of other students or violates the rights of others is prohibited.

##### **B. Personal Appearance**

Students will maintain good personal hygiene including, but not limited to, regular bathing, use of deodorants, and regular dental hygiene. Hair shall be neat and clean, styled off of the face and out of the eyes. Beards and mustaches shall be clean and well groomed. Avoid excessive cologne, perfume, or aftershave due to allergies and sensitivities of others. Cosmetics shall be used in moderation. Nails shall be well-groomed, manicured, and of short to medium length to facilitate patient care activities. Jewelry and accessories must be non-distracting.

Students shall dress neatly at all times while representing themselves on behalf of UMKC or the School. The following items are NOT permitted:

1. While in classrooms or clinic, large hats, caps, bandanas, and “durags” that are distracting and interfere with others (except for headgear which is part of a religious or cultural dress or if medically indicated (i.e., chemotherapy).
2. Clothing that is soiled or torn.
3. Pants must not drag on the floor.
4. Shirts advertising or representing “mock advertising” alcoholic beverages, sexual behavior or innuendo, tobacco products, profane language, or gestures.
5. Pajamas, tank tops with less than a three-inch wide shoulder strap, camisoles, halter tops, tube tops, shorts that are shorter than mid-thigh length, culottes shorter than mid-thigh length, skorts shorter than mid-thigh length, mini-skirts, midriff tops, low-cut tops, or any dress exposing undergarments.
6. In laboratories and patient-care areas, any open-toe shoes which include, but are not limited to, flipflops, Birkenstocks, and sandals.

Scrubs may be worn when associated with professional activities for that day (i.e., proper work attire).

Students shall have an approved identification badge available when in the School.

Students shall comply with the Policies regarding personal appearance at the clinical sites where students are placed.

**C. Communications**

Attempting, directly or indirectly, by way of intimidation, coercion or deception, to obtain or retain a patient or discourage the use of a second opinion or consultation is not appropriate.

**IX. CONFLICT OF INTEREST**

If a conflict of interest arises, the moral principle is clear – the welfare of the patient must be, at all times, paramount. For example, gifts, hospitality, or subsidies offered by manufacturers and distributors of medical and pharmaceutical equipment/goods shall not be accepted if acceptance would influence the objectivity of clinical judgment.

**X. APPROPRIATE CONDUCT WITH PATIENT**

The student will demonstrate respect for others, act without discrimination, and treat patients politely and respect their views, privacy, and confidentiality. The student will communicate effectively and appropriately, and will understand, accept, and agree to maintain the privacy of protected patient information, and also of information concerning staff and fellow students. The pharmacy student will not engage in romantic, sexual, or other nonprofessional behaviors with a patient – even upon the apparent request of a patient – while the pharmacy student is involved with the patient’s care. Any involvement or communications with former patients must meet the professional standards of conduct and shall not breach the patient’s right of privacy of protected health information.

**XI. CLASSROOM BEHAVIORS**

Students shall be respectful of faculty and classmates and reduce distractions during class time. Disruptive discussions or behaviors with classmates or faculty, including inappropriate conduct or language, is not permitted.

**XII. AWARENESS OF IMPAIRMENTS**

The pharmacy student will not use alcohol or drugs or participate in patient care activities while under a physical or mental health condition if such impairs the student’s ability to perform the work of the profession or results in compromised patient care. It is the responsibility of every pharmacy student to strive to protect the public from an impaired colleague and to assist that colleague whose capability is impaired because of alcohol or drug use, or a physical or mental health condition. Students are strongly encouraged to self-report and/or seek assistance if they are aware of any potential self-impairment. Any student who displays signs of impairment should be reported to a faculty or staff member. Any retaliation against a student for good faith reporting of a peer suspected of impairment shall constitute a violation of these Standards. [Procedures for Alcohol and Drug Use Related Use Issues](#) are accessible on the School’s website.

**XIII. CIVILITY WITH COLLEAGUES**

Professional relations among all members of the medical community shall be marked by civility. Scholarly contributions shall be acknowledged, and each person shall recognize and facilitate the contributions of others to this community; slanderous comments and acts are not acceptable. Pharmacy students shall deal with professional, staff, and peer members of the health team in a considerate manner and with a spirit of cooperation.

It is unethical and harmful for a pharmacy student to disparage, without sufficient evidence, the professional competence, knowledge, qualifications, or services of a colleague to anyone. It is also unethical to imply without reliable evidence – by word, gesture, or deed – that a patient has been poorly managed or mistreated by a colleague.

**XIV. DUTY TO TEACH**

It is incumbent upon those entering this profession to teach what they know of the science, art, and ethics of pharmaceutical care. It includes communicating clearly and teaching patients so that they are properly prepared to participate in their own care and in the maintenance of their health.

**XV. OTHER STANDARDS**

**A. University of Missouri Standard of Conduct**

Pharmacy students are also expected to comply with the University of Missouri Standard of Conduct, Collected Rules and Regulations ("CRR") 200.010.

[https://www.umsystem.edu/ums/rules/collected\\_rules/programs/ch200/200.010\\_standard\\_of\\_conduct](https://www.umsystem.edu/ums/rules/collected_rules/programs/ch200/200.010_standard_of_conduct)

**B. Missouri State University Code of Student Rights and Responsibilities**

Pharmacy students on Missouri State University's campus are also expected to comply with the Missouri State University Code of Student Rights and Responsibilities, [Article II](#) (except for provisions dealing with academic dishonesty), [Article IV](#), and [Article VI](#).

**Revisions:**

12/18/13 – Non-substantive/clerical revision only.

3/17/15 - Non-substantive/clerical revision only.

1/31/17 - Non-substantive/clerical revision only.

5/15/25 – Substantive changes, UMKC SOP Faculty approval.

6/26/25 – Approved by UM Board of Curators.