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Emergency Guidelines for Records Officers

Group on Student Affairs, Committee on Student Records

Association of
American Medical Colleges

This document was created by the Group on Student Affairs, Committee on Student Records (GSA-COSR) and is intended to provide emergency guidelines to student records officers. All content reflects the views of the GSA-COSR and does not reflect the official position or policy of the Association of American Medical Colleges unless clearly specified.

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Emergency Guidelines for Records Officers

I. FERPA

- Review, distribute and explain Family Educational Rights and Privacy Act (FERPA) and institution's FERPA policy regarding disclosure of student record information in the event of an emergency.
- Consult with school/university legal department when needed regarding release of student information.

II. Medical Student and Visiting Student Contact Information

- Collect and disseminate contact and emergency contact information for medical students and visiting students.
- Establish and/or enforce policy on collection, update and access of this information.
- Ensure information is accessible in multiple formats (electronic and paper).
- Provide photos/composites for medical students and visiting students to stakeholders.

III. Student Death

- Update enrollment status (SIS/SRS/NBME/ERAS/VSAS/NRMP/Military/other matches).
- Facilitate application refunds/credits on behalf of student's family from NBME, ERAS, VSAS, etc. if applicable.
- Request deactivation of student's email account.
- Remove/request removal of student information from internal/external mailing lists (Alumni/Development, Diversity and Inclusion, Student Groups, etc.).
- Determine amount of tuition to be refunded and/or execute tuition refund policy/process.
- Provide notification to Financial Aid/Bursar/Development/ Student Housing/Student Health/Affiliates, Military and other offices.
- Execute the awarding of posthumous degree.
- Provide information on life insurance policy and claim procedures.

IV. Leaves of Absence

- Facilitate execution of emergency/unplanned Leaves of Absence. Communicate policy and implications to stakeholders.
- Provide information on disability insurance and claim procedures.
- Determine amount of tuition to be refunded and/or execute tuition refund policy/process.
- Facilitate application refunds/credits on behalf of student's family from NBME, ERAS, VSAS, etc. if applicable.

V. Schedules

- Maintain and provide medical and visiting medical student schedules and site assignments (maintain information in multiple formats; electronic and paper).
- Maintain and provide contact information for staff/faculty at affiliates sites where students are assigned.
- Be prepared to disseminate course enrollment information and scheduling policies/procedures to facilitate student re-assignment.

VI. Medical Emergencies

- Be familiar with and prepared to disseminate protocol/policy for needle stick/exposure and other medical emergencies and where treatment is available (visiting students).
- Provide medical student and visiting student contact and emergency contact information to stakeholders.
- Notify/facilitate notification of clinical affiliate staff regarding student status.

VII. Business Continuity/Vital Records

- Execute/participate in execution of Records/Registrar Office Business Continuity and Recovery plan including deployment of essential staff to maintain office operations.
- Assess damage to student records, stabilize the environment and activate vital records recovery.
- Communicate with internal and external vendors and stakeholders (information technology, host institutions, AAMC vendors) regarding systems operations and student status.

VIII. Communication and Media Relations

- Oversee institutional policy and protocol for communicating student record information
- Participate in reunification of students and families as appropriate.
- Assist visiting medical students with communicating with their home schools and other offices on campus as appropriate.
- Consult with school/university legal department when needed regarding release of information or other policies/processes.

If you have any questions or additions, please email cosr@aamc.org