The Interview Process

Applicant’s Resources

Applicants to programs use the following resources to determine which programs to apply to:


   This is an electronic resource that provides general information about the programs. The information comes directly from the programs themselves via the GME Track/National GME Census.

2. **Graduate Medical Education Directory or the “Green Book”**

   This book is the official listing of specialty and subspecialty graduate training programs accredited by the ACGME. This list provides applicants with the addresses and phone number of the residency program directors. This is another publication of the AMA.

3. **EMRA Match Guide:** [www.EMRAMatch.org](http://www.EMRAMatch.org)

   This is a residency program database completed by residents, for medical students. Includes information regarding a program’s rotations, research funding, interpersonal relationships, and resident placement data in addition to routine demographics information.

4. **SAEM Residency Catalog:** [www.saem.org](http://www.saem.org)

   A fact sheet that is completed by each residency and is posted on the SAEM website. Make sure it is updated at least annually.

5. **Residency Fairs**

   Medical Students usually participate in their medical school student association fair, the ACEP Residency Fair, SAEM Residency Fair, the SAEM Regional Residency Fairs and AAEM Residency Presentations.

6. **Medical Student Clerkship**

   Offering student rotation allows the medical student to get to know the program. The faculty also gets to know the medical students clinical capabilities.

7. **Residency Program Website**

   A website that describes the residency program is a very important tool in recruiting. Should make sure that the website is updated on a routine basis.

8. **Word of Mouth**

   Residents who are currently in your program or graduates will refer their friends to the program.
   Both sites are as anonymous as people would like them to be; people are free to reveal their identities and affiliations but are not required. These web sites are platforms for medical students and residents to share their experiences with various residency programs. There is frequently a large amount of material and comments posted during the interview season. Recommend checking this site during interview season to see what applicants are saying about your program. Some of the comments may be areas that you have control over (i.e. problems with interview day logistics).

**National Residency Matching Program (NRMP)**: www.nrmp.org
The NRMP is an organization that manages the electronic process for matching applicants to programs according to the preferences expressed by both parties on their individualized rank order lists. The “Match” is a computer algorithm that pairs the highest preferences of both applicant and program but favors the applicant. The applicant and the program submit their rank order lists via the Rank Order List Input and Confirmation (ROLIC) on the NRMP website. The ROLIC enables NRMP participants to enter their lists electronically through the computer. Participants receive immediate on screen and printed confirmation of their lists. The NRMP then generates final, nonnegotiable assignments of students to programs.

Neither the program nor the applicant should ask the other to make a commitment about how one will be ranked before the “Match”.

**Electronic Residency Application Service (ERAS)**: www.aamc.org
This service allows the applicant to file a single application electronically to the residency programs that they would like to interview with. ERAS transmits the residency application, letters of recommendation, dean’s letter, transcripts, personal statement, USLME board scores and other supporting credentials from medical schools to residency programs via the Internet. ERAS software is free of charge to medical schools and programs, while applicants pay a fee based on the number of programs to which they apply.

**Budget**
An important part of the interview process is to identify the amount of money allocated to the process and annually revise the budget as needed. Don’t forget to include line items for food (recruitment get together the night before the interview, breakfast the morning of the interview, lunch the day of the interview) copying costs for material on the day of the interview, mailing costs if you send out letters after interview day and cost of follow-up evaluation – paper and mailing.

**Application Selection**
The residency coordinator prepares the application for the Residency Selection Committee to review. The committee (consisting of faculty and residents) screens applications according to established criteria and selects applicants to be interviewed. Once the interview date is determined, the applicants must arrange for transportation and lodging. Some programs do pay for lodging; however this is a minority.
The Interview
The interview should allow time for the applicant to meet with the, program director, and as many faculty and residents as possible. It is a nice touch to have the Department Chair or Chief involved. The interview should also include an orientation to the program, a tour of residency program offices, the hospital where residents do rotations, and possibly a short tour of the city. Faculty members, residents or residency coordinator should conduct these tours – preferably residents.

Applicants for ACGME-accredited programs (applicants who are invited for an interview) must be informed in writing or by electronic means, of the terms, conditions, and benefits of appointment, including financial support; vacations; parental; sick, and other leaves of absence; professional liability, hospitalization, health, disability and other insurance provided for the residents and their families; and the conditions under which living quarters, meals, laundry services, or their equivalents are to be provided. A sample contract should ideally be provided for the applicant’s review. (IR III.C)

Ranking
At the end of the interview season, the Resident Selection Committee objectively evaluates each applicant and prepares a list of applicants in rank order. Residents must be selected of a fair and equal basis regardless of gender, age, race, religion, national origin, cultural background, disability, or veteran status.

Programs submit their rank order lists via the Rank Order List Input and Confirmation (ROLIC) on the NRMP website. Program receives immediate on screen and printed confirmation of their list.

Program must abide by all “Match Rules”.

Match Day
Usually occurs the third Thursday in March. Match list can be obtained by accessing the NRMP website. No contact can be made with candidates until stated time outlined in the “Match Rules”.

Scramble
Two days prior to Match day, filled and unfilled results for individual programs are posted to the Web site at 11:30 am EST. The applicants actually find out the day before. From 12 noon EST on the Tuesday before the Match until 12 noon the day of the Match, there is a "Scramble" period. During this period, applicants who did not match to a position attempt to “scramble” to fill the remaining Emergency Medicine positions. ERAS is available to applicants to apply to a maximum of thirty (30) programs free of charge who meet the following criteria:

- The applicant must have participated in ERAS during the regular season. This means you must have applied to (and paid for) at least one program.
- The applicant's account must be paid in full no less than two weeks prior to the Scramble period.
Below is a suggested method for handle scrambling for candidates:

**GET HELP!**

Obtain 2-3 people to answer phones and retrieve faxes. Organize at least 2 additional faculty members and one resident to conduct phone interviews.

At initial contact, the scrambling staff should ascertain the following form the prospective candidate:
- Location of applicant
- Name of university official assisting with placement and telephone number
- Telephone number of where applicant can be reached
- Reason for seeking emergency medicine position.
- Obtain USMLE testing history

Program Coordinator should:
- Request required application materials to be faxed or released through ERAS
- Inform applicant of program specifics
- Verify telephone numbers
- Forward caller to available interview

Interviewer should:
- Conduct phone interview ensuring that all interviewers speak with candidate
- Consult with other interviewers to prioritize candidates
- Offer position to selected applicant

If the applicant accepts the position, the scrambling process is complete for that position. A Match Agreement should be faxed to the candidate for signature and returned to the program. A contract will be sent to scrambled applicant when contracts are sent to the matched applicants. If applicant does not accept position, then phone interviews are conducted until a match can be made.

**FindAResident** is offered by the Association of American Medical Colleges (AAMC), FindAResident is a powerful, web-based search tool to help you find open residency and fellowship positions. Best of all, it can put you in direct contact with the programs looking to fill these positions. FindAResident supplements the Electronic Residency Application Service (ERAS) and is ideal for finding unfilled positions -- especially if you experienced an unsuccessful match through the National Resident Matching Program (NRMP) or Scramble. FindAResident is an effective resource if you wish to:
• Change specialties
• Change location
• Switch residency or fellowship programs

FindARResident is open year-round, giving you access to unfilled residency and fellowship positions ranging from PGY1 through PGY6 in a variety of ACGME accredited specialties. As needs and opportunities change, FindARResident updates its information, providing a dynamic resource of vacant positions right at your fingertips.

**Resident appointment process**

Once you have identified your new resident class, the resident appointment process begins and is unique to each institution. If you take foreign medical graduates, they can add another layer of complexity.
### INTERVIEW PROCESS TIME LINE

<table>
<thead>
<tr>
<th>Month</th>
<th>Events</th>
</tr>
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<tbody>
<tr>
<td>May</td>
<td>NRMP disseminates information and materials for the following spring’s</td>
</tr>
<tr>
<td></td>
<td>“Match” to medical schools and residency programs.</td>
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<tr>
<td>June</td>
<td>Student affairs provide U.S. medical students with the materials required</td>
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<tr>
<td></td>
<td>to participate in the “Match”. Independent applicants (former graduates</td>
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<tr>
<td></td>
<td>of U.S. medical schools, graduates from U.S. osteopathic schools, and</td>
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<tr>
<td></td>
<td>foreign medical schools) must contact the NRMP.</td>
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<tr>
<td>Late June</td>
<td>AAMC begins shipping Deans Work Station (DWS) kits to all DWS sites</td>
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<tr>
<td></td>
<td>and the MyERAS manual is available for download from the website.</td>
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<tr>
<td>July</td>
<td>Students and programs return their agreements to the NRMP.</td>
</tr>
<tr>
<td>July 15th</td>
<td>MyERAS website is available for applicants to work on their applications.</td>
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<tr>
<td>Mid August</td>
<td>AAMC begins shipping Program Director Work Station (PDWS) instruction</td>
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<tr>
<td></td>
<td>kits to programs.</td>
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<tr>
<td>September 1st</td>
<td>ERAS Post Office opens to residency programs. Applicants can begin</td>
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<td></td>
<td>transmitting their applications to programs.</td>
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<tr>
<td>November 1st</td>
<td>The Dean’s Letter/MSPEs are released at 12:01 am</td>
</tr>
<tr>
<td>mid January</td>
<td>Applicants and programs may start entering their rank order lists in</td>
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<tr>
<td>late January</td>
<td>NRMP.</td>
</tr>
<tr>
<td>Third or Fourth Wednesday in February</td>
<td>Programs must submit final information on quotas and withdrawals.</td>
</tr>
<tr>
<td>Third week of March</td>
<td>Each applicant is “matched” to the program that is highest on their rank</td>
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<tr>
<td></td>
<td>order list and has offered the applicant the position. Medical Schools</td>
</tr>
<tr>
<td></td>
<td>receive macro results for their students and hospitals on Monday.</td>
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<tr>
<td></td>
<td>At 12 noon EST on Monday, unmatched applicants find out the macro results</td>
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<tr>
<td></td>
<td>of the “Match”. This begins the post-match “Scramble” to place unmatched</td>
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<tr>
<td></td>
<td>students with programs who did not fill their positions. On Wednesday</td>
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<tr>
<td></td>
<td>at 10am EST, medical schools receive sealed match notification letters.</td>
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<tr>
<td></td>
<td>Rosters of Match results are available to the institutional officials/program directors at 2pm EST .EST. Match day occurs on Thursday at 12 noon EST.</td>
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</tbody>
</table>
Contact between programs and unmatched applicants prior to 12 noon EST on Tuesday, or contact between programs and applicants prior to the release of the match results as 12 noon EST on Thursday, are violations of NRMP policies.

<table>
<thead>
<tr>
<th>April</th>
<th>Resident Agreements of Appointment are mailed to the matched applicants.</th>
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<tbody>
<tr>
<td>May 30th</td>
<td>ERAS Post Office closes to prepare for next year’s ERAS operations</td>
</tr>
<tr>
<td>July</td>
<td>Most matched applicants begin their appointments.</td>
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</tbody>
</table>
Interview Evaluation

Please take a few minutes to give us your thoughts on the following areas of the recruitment process.

1. How did you hear about Duke’s new Emergency Medicine Residency Program?
   - EM faculty at my medical school
   - Duke EM Resident
   - EMRA Residency fair
   - Residency Website
   - Other ___________________ Please explain. ___________________

2. Did you access our website prior to your visit to Duke?
   __ yes   __ no

   If yes, please rank our website. (1 – poor to 5 – outstanding)

   Circle one.       1  2  3  4  5

3. Was the information you received about your interview day complete?
   __ yes   __ no

   If no, please explain. ___________________________________________

4. Where did you stay during your interview at Duke?
   - Home (I live in the area.)
   - With family
   - With friends
   - Hotel Please give hotel name: _______________________________

5. Do you feel that you had adequate time to interact with the current residents?
   __ yes   __ no

OVER
6. *What do you think about the length of the interview day?*
   - Too short
   - Too long
   - Just right

7. *Did you receive enough information about our program during your interview day?*
   ___yes        ___no

8. *What is the most important thing to you about a residency program?*
   - Length
   - Location
   - Reputation
   - Overall Gestalt
   - Other ____________________ Please explain. ___________________________

9. *How many places were you offered an interview?*
   - 1 – 5
   - 6 – 10
   - 11 – 15
   - >15

10. *What did you find most helpful?*
    - Pre-interview _____________________________
    - Interview Day _____________________________

11. *Is there anything that you would like to suggest to help us make our interview days better?*

12. *How did your experience with the Open Forum impact your impression of the Duke Residency Program?*
Motivation/Goal Orientation

1. What has made you feel excited about coming to work? When have you felt “down” or unfulfilled in medicine or medical school?

2. In all your rotations, which gave you the most meaningful experience? Why?

3. How do you motivate yourself?

4. What do you think contributes to the “burn out” of EM physicians? How likely do you think you will fall victim to burnout in your career? How can you prevent it?

5. Why did you choose emergency medicine? What rewards does it give you?

6. What should a residency director or attending do to motivate the resident?

7. When has your morale been the highest during medical school? Why?

8. Have you ever worked with a highly motivated EM attending? In what ways are you like that person? Different?

9. What is your definition of success? How will you go about achieving success? How are you measuring up?

10. Describe how you set and measure your personal goals?

11. Have you ever been held accountable for reaching a goal that you knew wasn’t possible to attain? What did you do?

12. Describe your most productive day? In the Emergency Department? What made that situation so productive?

13. During your emergency medicine rotation, tell me about a time that required you to think quickly. How did you feel about that situation? How would you feel if you were asked to make a patient decision without all the data?

14. What is your greatest fear of being a resident? What will you do about that between now and July?

Commentary about the interview only:

________________________________________________________________________

________________________________________________________________________

(Check one)  ____Excellent  ____Above Average  ____Average  ____Below Average
            ____Do Not Recommend
Adaptability & Professionalism

1. How was your transition from college to medical school? Any particular problems? How did you handle them?

2. How do you think your hospital is the same as Duke? How do you think your hospital is different than Duke?

3. How many times have you moved? What move caused you the most difficulty and why?

4. How long does it take you to get comfortable with each new rotation?

5. What do you do if you’re on rotation and it’s failing your expectations?

6. How do you make sure you’re keeping current with your peers? What do you do if you feel you’re falling behind?

7. What would you do if your classmate came to relieve you from your shift in the ED and you knew they were drunk?

8. When was the last time you were late for work and why?

9. If you came to Duke, what could we count on you for without fail?

10. In medical school, give me an example of a situation that made it necessary for you not to come to work/hospital for a day or longer?

11. Give an example of when excessive demands were placed on you? How did you handle it?

Commentary about the interview only:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

(Check one) ___Excellent ___Above Average ___Average ___Below Average ___Do Not Recommend
Conflict/Cooperation

1. Give me an example of a situation in which you disagreed with your supervisor’s recommendation on the management of a patient. How did you handle this?

2. When you are criticized about patient care, how do you react?

3. What should an attending/residency director do to minimize conflict in the emergency department/residency?

4. Have you ever had to confront someone in medical school?

5. What situations in medicine get you irritated or angry?

6. When a patient has gotten angry with you, how did you react?

7. Have you ever had a situation when a colleague or superior made you look bad? How did you deal with it?

8. What was the most unpopular stand that you have taken in your life?

9. What do you do to support your fellow medical students/residents? Give some examples.

10. Give an example when you had to take the lead in a patient’s care.

11. How do you get cooperation from others to get your patient the care they need? Give examples.

12. Which problem(s) would you feel appropriate to bring to your residency director? Describe your approach to presenting this problem(s)?

13. Would you rather work on a team or on your own?

14. What is a “pet peeve” that you have about medicine?

15. What has been the “highest – pressure” situation you have been involved with in recent years? How did you cope with it?

16. When did you last lose your temper? Describe the reasons. What was the outcome?

17. What do you do when someone on your team isn’t doing their job?

18. Describe a time in which you were in charge of a group task. How did you get cooperation to complete the task?

Commentary about the interview only:

____________________________________________________________________________

____________________________________________________________________________

(Check one) ___Excellent ___Above Average ___Average ___Below Average ___Do Not Recommend
Intellectual Qualities

1. What was your most interesting or intellectually stimulating clinical rotation other than EM?

2. What was your favorite pre-clinical course in medical school?

3. If the applicant has done research:
   - Explain your research experience.
   - What was the goal of your project?
   - If the applicant has not done research: What are your research plans in the future?

2. What do you think will be the biggest challenge to being an Emergency Medicine resident at Duke?

3. What would you have liked to accomplish in medical school that you failed to do or didn’t have time for?

4. If your had a 6-month paid sabbatical with no restrictions, what would you do with it?

5. Do you read outside course requirements? What do you read? Tell me about the last book you read or movie you saw?

6. How do you spend your time after class, on weekends, and during the summers?

7. Favorites by category: books, music, pastimes, comic strips.

8. What do you plan on doing 5 years from now? 10 years from now? In what area(s) did you have to work the hardest in medical school? Why?

9. What do you expect to accomplish during your residency?

Commentary about the interview only:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(Check one) ___Excellent ___Above Average ___Average ___Below Average ___Do Not Recommend
Emergency Medicine Residency Program
Scramble Application Summary

Name: ___________________________ Current Phone #: _______________________

Medical School: ___________________________ M.D./D.O.

Internship:    Y     N    Residency:    Y     N

If Yes, Where: ____________________________________________________________

Location of Applicant: _______________________________________________________

Contact Number: ___________________________________________________________

Phone Reference: ___________________________ Title: _____________________________

Contact Number: ___________________________________________________________

Notes: ________________________________________________________________

____________________________________

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____________________________________

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____________________________________

____________________________________

USMLE

I ________  II CS ________  II CK ________  III ________  Other ________

Scramble Status:       Good        Maybe/Hold        No

(Circle One)

Courtesly of Marie Wegeman