



MCG MEDICAL EDUCATOR MINUTE

#15

Assisting a Distressed Learner

BACKGROUND

Learners navigate a variety of challenges during their medical education career. These might include academic or personal (emotional, relationship, family) challenges. Educators who recognize when a learner has become overwhelmed (i.e., beyond struggling) with these challenges can inform the learner of available resources including periodic check-ins from leadership, counseling referrals, and if necessary immediate care (emergency room) and inform academic leadership.

SUGGESTIONS

Recognize levels of distress and how to respond

Student Behaviors	Teacher Actions	Teacher Follow-up
Expressing frustration or concern about academic or personal life	Validate; ask how they are coping; ask how you can assist	<ul style="list-style-type: none"> • Monitor and continue to check-in with student to determine if concerns are transient or are becoming more frequent/severe • Consider informing leadership
Expressing helplessness and/or hopelessness about affecting a change	Recommend student seeks assistance to improve circumstances (e.g., contacting Drs. Loomer or Page who can discuss resources such as tutoring, academic testing, academic advice, counseling)	<ul style="list-style-type: none"> • Provide student with names and contact information of resources • Inform leadership
Expressing thoughts of self or other harm		<ul style="list-style-type: none"> • Stay with person • Consider walking over to student wellness clinic (if on campus) or ER • Inform leadership immediately

Get learners the help they might need – Make the call!

Campus	Name	Phone	Email	Role
Augusta campus	Kim Loomer	706-721-5556	KLOOMER@augusta.edu	MCG Assoc Dean for Student Affairs and Diversity
	Renee Page	706-721-3217	RPAGE@augusta.edu	MCG Assoc Dean of Curriculum

AU/UGA Medical Partnership	John Francis	706-713-2184	FRANCISJ@uga.edu	Dean for Student and Multicultural Affairs
	Andy Morris	706-713-2833	ANDREW.MORRIS@uga.edu	Campus Associate Dean for Curriculum
Northwest campus	Leonard Reeves	706-295-6325	LREEVES@augusta.edu	MCG Assoc Dean of Northwest Campus
Southeast campus	Wayne Rentz	912-819-8337	TRENTZ@augusta.edu	MCG Assoc Dean of Southeast Campus
	Frances Purcell	912-819-8092	FPURCELL@augusta.edu	MCG Asst Dean for Curriculum Southeast Campus
Southwest campus	Doug Patten	229-312-1425	DPATTEN@augusta.edu	MCG Assoc Dean of Southwest Campus

MCG academic leadership can assist learners with services related to tutoring, academic testing, academic advice, counseling, psychiatric services, leave of absence

For MCG house Staff, faculty should inform their program directors of any distressed house staff concerns. Faculty and house staff can obtain counseling services via *AU's Employee and Faculty Assistance Program (EFAP)* 706-721-2599 located at 844 Chaffee Avenue near Augusta Health Sciences campus.

WANT MORE?

- Assisting an academically struggling learner
- Fostering a Positive Learning Environment for Optimal Learning