



## Match Code of Conduct for Programs

### Purpose

The National Resident Matching Program (NRMP) ensures high professional standards in the conduct of its Matching Program and expects all Match participants to conduct their affairs in an ethical and professionally responsible manner. To that end, this Code of Conduct should serve as a guide for residency and fellowship program directors and all members of the recruitment team participating in a Match.

### Code

To promote the highest ethical and professional standards, program directors and members of the recruitment team participating in a Match must:

- **Accept responsibility for the actions of all recruitment team members**

Program directors and other members of the recruitment team must comply with Match policies and ensure that all interactions with applicants are in an atmosphere that is safe, respectful, and free of harmful bias. Program directors accept responsibility for the actions of the entire recruitment team.

- **Engage in application and recruitment activities that promote transparency and wellness**

Program directors and members of the recruitment team must express professional behavior and communication throughout the application and recruitment process and maintain an environment that is respectful and free from harmful bias. To ensure applicants are fully informed of an understand how to effectively engage in application and recruitment, programs are required establish and widely publish the application service or process the program requires for both the Main Residency Match and SOAP.

Programs and members of the recruitment team are encouraged to engage in interactions with applicants that promote transparency, equity, and wellness during application and recruitment, including.

- Minimizing bias by conducting interviews in-person or virtually, but not both
- Setting and publishing a universal interview release date or small number of dates so that applicants can be attuned to any invitations they might receive and be better positioned to respond promptly to offers.
- Establishing and publishing a deadline by which all applicants would be notified of their interview status so that they may finalize their schedules and make any travel arrangements, if applicable

Neither programs nor applicants should record virtual interviews.

- **Demonstrate proficiency with Interview Scheduling Platforms**

Program directors and members of the recruitment team must ensure proper understanding and operation of interview scheduling platforms to maintain a fair and efficient interview process. Programs must carefully manage their interview capacity to avoid extending more interview invitations than available interview slots.

To promote transparency and reduce applicant stress, programs should:

- Verify the accurate set up of interview dates and capacity limits within the scheduling platforms before releasing invitations.
- Monitor and maintain tracking of filled and available interview slots.
- Release interview invitations only for confirmed available slots to prevent overbooking,
- Establish a clear internal process for managing waitlists and cancellations
- Provide recruitment team members with adequate training of the scheduling platform

- **Refrain from asking illegal questions**

Program directors should work with their human resources and legal departments to understand and comply with state and federal regulations that govern recruitment and employment activities. Program directors also must ensure all recruitment team members are knowledgeable in the “do’s” and “don’ts” of recruitment questions and activities, including but not limited to race, national origin, and sexual orientation. This includes more nuanced questions about applicant demographics (e.g., blood quantum, tribal affiliations, first language, and parent or spousal religious, cultural, or tribal affiliations). All members of the recruitment team should focus their communication with applicants on the applicant’s interest in and alignment with the program’s mission, aims, and eligibility.

- **Fully Disclose Pertinent Information to Applicants**

Program directors and recruitment team members must respect the importance of honest and transparent communication. Programs must ensure applicants have complete, timely, and accurate information at all times regarding eligibility for appointment, onboarding procedures, and any other institutional requirements that could affect an applicant’s ability to enter training (e.g. drug screening, visa sponsorship, etc). In addition, programs should fully disclose the criteria used for vetting applications (e.g., test scores, research experiences, educational performance metrics) so that applicants and their medical school advisors can effectively direct applications. Open communication is essential whether through written or verbal exchanges as part of the interview or during ranking, or at any time during the onboarding after Match results are released.

- **Respect an applicant’s right to privacy and confidentiality**

Program directors and other recruitment team members may freely express their interest in a candidate, but they must not request an applicant disclose ranking preferences, ranking intentions, or the specialty or locations of other programs to which the applicant has applied or may apply.

- **Decline to require second visits**

Programs should respect the burdens (e.g., financial, logistics) applicants experience during recruitment. Programs are encouraged not to require or imply that second visits are used in determining applicant placement on a rank order list.

- **Limit post-interview communication**

Program directors and other recruitment team members must ensure all information related to the program’s mission, aims and eligibility are clearly communicated to applicants. However, applicants may not have adequate time to obtain the information needed to make informed decisions about ranking and may wish to clarify information following interviews. The recruitment team may exchange clarifying information with applicants following the interview but must not solicit or require post-interview communication for the purposes of influencing applicants’ ranking preferences. Program directors and all members of the recruitment team should take great care not to promote misleading communication to applicants about ranking intentions and preferences or inappropriately share private information (e.g., letters of recommendation) with outside parties.

- **Rank with integrity**

Programs should create rank order lists based on the merits of each application, the characteristics of the applicants interviewed, and the perceived alignment of interviewees with program mission, aims, and eligibility. All members of the recruitment team should refrain from relying on tools and resources that allow bias or discrimination of applicants or specific applicant groups.

Ethical and professional communication between applicants, program directors and staff, and medical school officials, faculty and staff is essential to maintaining a fair and equitable process throughout the transition to residency. Match participants that fail to comply with their respective Code of Conduct or the terms of the applicable Match Participation Agreement may be subjected to a violation investigation as described in the *Policies and Procedures for Reporting, Investigation, and Disposition of Violations of NRMP Agreements*.