January 16, 2017

Dear Class of 2017,

As many of you may have heard, it was brought to our attention that there was a disruption to the delivery of emails to University of Ottawa accounts over the holiday period. For some of you, this has resulted in some emails failing to be delivered properly to your U of O email address. As a regretful result, some may not have received important communications pertaining to CARMS interviews scheduling and associated social events. We have taken immediate corrective actions by informing CARMS and all national residency programs (PD and PA). In addition, a forensic analysis of affected students’ accounts is being conducted by MedTech to identify the source of the problem. We will do our utmost to help you reschedule any missed interviews and would request that you contact us immediately to facilitate this process if you were affected. We understand that this may cause some additional stress, especially to those affected; our SAO counselors and the UGME leadership team will remain available to you in person or by phone to respond to all of your inquiries and concerns.

Finally, we will be posting this letter on the Faculty of Medicine website so it can easily be accessed by you and would invite you to show it at the time of any rescheduled interview in order to explain the situation and eliminate any potential bias or prejudice directed towards you. You may also refer to this communication to justify your absence from any social events associated with your interview process. As your Leadership Team, the burden of responsibility falls upon us to acknowledge the breakdown in the communication process that we are facing and we certainly do not wish for this to be a reflection of your person or professional conduct as it regards to your interviews.

Sincerely,

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Vice-Dean, Undergraduate Medical Education

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