RESIDENT TRAINING MANAGEMENT (RTM) SYSTEM FAQ’S

The Resident Training Management (RTM) System is the primary pathway for residents toward certification in family medicine. The entry of information for RTM is focused at the residency program level through a web-based interface provided by the ABFM. The RTM System will be essential for a resident to meet the requirements to sit for the ABFM's certification examination.

Why is RTM important to my program?

RTM is now the key communication tool between family medicine residency programs and the ABFM. Information and actions which were previously submitted and completed by postal mailings can now be expedited electronically through RTM. An additional benefit is that the Board currently provides all residents who have been entered into RTM free access to two of the components of our Maintenance of Certification for Family Physicians program. They are the Self-Assessment Modules (SAMs) and the Performance in Practice Modules (PPMs).

Am I required to use RTM?

Yes, all ACGME-accredited family medicine programs should be entering information about their residents into the RTM system to allow them to apply for the certification examination.

How do I access RTM?

The website address is https://rtm.theabfm.org.

How do I obtain my login information?

Please contact the ABFM Support Center at (877) 223-7437 or help@theabfm.org or Kathy Banks at (888) 995-5700, ext. 295 or kbanks@theabfm.org. Please provide your ACGME program number, program name, and program director and/or program coordinator name.

Who should have access to RTM?

The primary users of the RTM system should be the program director and the program coordinator, however, the program director may allow RTM access to other residency personnel at his/her discretion. Residents should not be allowed access to RTM.

Can we assign roles and/or user privileges to each individual using the RTM system?

No. Anyone using RTM has total access to all of the residency program’s data and is able to enter and/or modify any of the data entered for your residents.

What information am I required to enter into RTM?

Currently, the ABFM requires that you create a resident profile for each resident enrolled in your program. The profile includes such information as name, address, date of birth, last 4 digits of
social security number, phone and email contact info, medical school information and residency training dates and credits.

Can I transfer a resident from another family medicine program into my program?

In response to user feedback we have received, the RTM transfer functionality is currently being redesigned to allow for a more streamlined process. Please contact Kathy Banks at (888) 995-5700 regarding transfers between family medicine programs until further notice.

Can I enter advanced placement credit that a resident has received for prior training in a specialty OTHER than family medicine?

Yes, that information should be entered within the resident’s profile under the Advanced Placement Credit section. It is no longer necessary to submit the written form.

Where can I find my residents’ ID numbers and passwords?

A resident ID and password are created when the required information is entered into a resident profile. On the main menu, under the “Generate Reports” heading, click “Resident Portal Access”. A report will then be shown which lists the ID numbers and passwords.

When should I enter my incoming group of new residents?

You can enter them at any time prior to or after their starting date.

Do I have to enter new training information yearly as my residents progress to the next training level?

Yes. RTM does not automatically advance your residents to the PGY2 and/or PGY3 levels.

How do I notify the Board of a resident’s leave of absence, extension of training, resignation, termination, etc.?

You can enter this sort of information directly into the resident’s profile. There is a “Notes” box on each page of the Resident Training section within the profile. Be as specific as possible when entering information.

How do I mark my residents as “eligible” for the next certification examination?

Go to “ABFM Certification Examination” on the main menu, and then click “Resident Exam Eligibility”. A list will be shown with the residents who will be eligible to make application for the next exam based upon their anticipated completion date. Click the “Make Eligible” box for each eligible resident and click the submit button at the bottom of the screen. This action can be completed when the application cycle opens for the next exam. Reminders will be sent to all programs at the appropriate time.
Why isn’t my PGY3 resident showing up on the Resident Exam Eligibility page?

Each resident’s training record must reflect a full 36 calendar months of training. Your resident will not show up on the exam eligibility page if you have not entered 36 consecutive months of residency training with 12 months at each training level into the RTM system. If they have not yet completed the third year, you will need to enter the anticipated amount of credit that will be completed for that year.

Why am I unable to edit the records of my PGY3 residents?

Once a resident begins the application process for the certification exam, the program no longer has editing abilities. If you need to relay information about one of your residents who has applied for the exam, please contact Kathy Banks.

How do my residents obtain free access to the Self-Assessment Modules (SAMs) and Performance in Practice Modules (PPMs)?

They should log in to the Board’s main website, www.theabfm.org, with their ABFM ID and password. Once the resident’s portfolio opens, they must click Track Your Progress at the bottom of the screen to begin a module.

If we do not enter our residents into the RTM system will they be able to sit for the ABFM Certification Exam?

Every resident interested in entering the ABFM certification process must be entered into the RTM system by their residency program.

When and how can I verify my graduating residents’ completion dates?

Verification of satisfactory completion can be done up to 15 days prior to a scheduled completion date. For example, if the resident is scheduled to complete training on June 30, you can verify satisfactory completion on or after June 15. To do so, go to “ABFM Certification Examination” on the main menu, and then click “Residency Completion Verification”. Click the box indicated to verify satisfactory completion or provide an explanation in the box provided if the resident will not complete training. Enter the program director’s name and verification code at the bottom and click “Verify Residency Completion”.

What is the verification code you refer to on the “Residency Completion Verification” screen?

A six-digit verification code was provided to each program upon the launch of the RTM system. The code is specific to your program and will always be the same. If you do not have the code, please contact the ABFM Support Center at (877) 223-7437 or Kathy Banks at (888) 995-5700, ext. 295.

Who do I contact with questions/problems?
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