

## ***[Facility Name]* Code of Conduct**

### ***Purpose:***

*[Facility name]* believes all staff should conduct themselves in a manner that upholds our organizational values and commitment to compassionate patient care. Our mission to *[place facility mission statement here]* is at the heart of our standards. This code of conduct applies to all healthcare professionals, non-clinical staff, vendors, and volunteers who contribute to our organizational mission.

### ***Professional Standards:***

- Treat patients with respect and dignity.
- Use a person-centered approach in all patient interactions.
- Refer to patients by name (not room number).
- When addressing patients, ask what they prefer to be called.
- Do not curse or use otherwise unprofessional language in the presence of patients.
- Do not abuse alcohol or drugs in a way that compromises your ability to perform your duties.
- Do not discriminate against patients, family, or coworkers.
- Do not engage in behavior that may be interpreted as intimidation, threat, or abuse.
- Engage with patients in a culturally competent manner.

### ***Patient Rights: Privacy and Confidentiality:***

- Adhere to HIPAA standards.
- Log out of work computers before walking away.
- Respect the patient's right to be informed about their care.
- Communicate treatment updates to the patient in a timely manner and with clear and appropriate language.
- Engage with *[facility translation services here]* when it would benefit the patient.

### ***Quality of Care:***

- Adhere to the relevant profession-wide standards for your job title when making clinical decisions.
- Use a person-centered approach when providing care.
- Complete documentation promptly and honestly.
- Provide care that upholds the *[facility name here]* mission to *[mission statement here]*.
- Collaborate with available resources to ensure continuity of care.

### ***Ethical Guidelines:***

- Adhere to the relevant codes of ethics for your professional role when making clinical judgements.
- If an ethical dilemma arises that affects your ability to perform your job to the best of your ability, seek guidance from the *[name of facility's ethics committee or other resource]*.
- Do not develop romantic or otherwise inappropriate relationships with patients under your care.

***Third-Party Responsibilities:***

- Abide by *[facility name]* professional standards when on the premise or when engaging with patients in any setting.
- Act with integrity when providing equipment or other services to patients.
- Honor the patient's right to make autonomous decisions.

***Financial Integrity:***

- Act in accordance with industry-wide rules and regulations regarding financial integrity.
- Base all clinical decisions (referrals, prescriptions, treatments) solely on what is best for the patient.
- Do not use information or resources accessed at work for personal financial gain.

***Disciplinary Guidelines:***

Individuals who fail to meet the standards presented in this code of conduct may receive disciplinary interventions. These may include:

- Meeting with the appropriate supervisor or manager.
- Meeting with *[facility name disciplinary committee]*.
- Disciplinary action in accordance with a professional role, such as intervention from the *[state]* board of nursing.
- Termination of a contract (for third-party vendors).
- Disciplinary action or termination of work relationship according to *[facility name]* processes.

***Professional Environment:***

- Act in a manner that supports a healing environment for patients.
- Contribute to a healthy and positive workplace for coworkers.
- Do not engage in lateral violence toward coworkers, workplace incivility, or bullying.