



PHELPS MEMORIAL HEALTH CENTER

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I. Introduction:

Phelps Memorial Health Center (“PMHC”) is responsible for, and committed to, ethical behavior toward our patients, our community, and our employees. PMHC intends to be a trustworthy organization in all of our activities. As reflected in our Mission, Vision and Values, PMHC’s goal is to provide exceptional quality and compassionate care for the families we serve, which includes honesty, integrity and unparalleled professionalism. PMHC’s strategic plan can only be achieved when we behave ethically and maintain organizational trustworthiness.

The purpose of this Code of Conduct (“Code”) is to help make sure that we put our values into action and that we follow all applicable laws and regulations. The Code is an important part of our overall Compliance Program, which has been approved by the PMHC Board of Directors. All directors, officers, employees, contractors, vendors, volunteers, and medical and clinical staff must comply with the Code as well as the other policies and procedures that make up the Compliance Program.

It is the duty of every member of our staff to uphold the Code and to report any violations of the Code. Alleged violations will be investigated by appropriate personnel and disciplinary action for violations shall be enforced consistently as outlined in the Discipline Policy. Disciplinary actions will be determined on a case-by-case basis and may include dismissal from employment.

II. Standards:

Comply with all applicable laws and regulations. PMHC is subject to numerous local, state and federal laws and regulations pertaining to all aspects of its operations. Each employee is responsible for understanding and complying with those laws, which are applicable to his or her position at PMHC. All professionals must also follow the ethical standards dictated by their respective professional organizations and maintain the active status of any required license, certification or other credential.

Provide exceptional care to our patients. PMHC employees shall treat all patients in a way that protects their rights and preserves their dignity. PMHC provides all patients with equal access to care and does not tolerate any type of harassment or prohibited discrimination in any of our facilities. Any employee has the right to refuse participation in the care of any patient due to religious, moral or ethical beliefs, but that employee must report that refusal to his or her immediate supervisor who shall then be responsible for reassigning the patient’s care. The employee refusing care may be expected to take



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voluntary time off, but he or she will not be reprimanded for his or her religious, moral or ethical beliefs.

Protect our patient's right to privacy. PMHC is committed to maintaining the confidentiality of all patient information in accordance with applicable legal and ethical standards. PMHC complies with the Health Insurance Portability and Accountability Act of 2009 (HIPAA) in that we do not use, disclose or discuss patient specific information with others unless it is necessary to serve the patient or is otherwise permitted by law. All directors, officers, employees, contractors, vendors, volunteers and medical and clinical staff must abide by PMHC's policies regarding the protection of our patients' privacy as well as the protection of all aspects of our information systems.

Conduct business transactions with honesty and integrity. All employees will conduct themselves in ways that promote and advance the superior reputation of PMHC. All employees and those associated with PMHC are expected to guard against fraud and the abuse of health care programs. Accordingly:

- We will not intentionally or knowingly make a false or fraudulent claim for payment. We will ensure that all requests for payment are for services that are reasonable, necessary and appropriate, and are provided by qualified persons. All claims for services will be billed in the correct amount and be supported by appropriate documentation.
- We will make billing accuracy a priority. All patient credit balances over \$5.00 will be refunded, and all patient credit card balances less than \$5.00 will be refunded if the patient requests. All credit balances from insurer overpayment will be refunded to the insurer or the patient as directed by the insurer. Contracting for discounts will be allowed subject to oversight by the PMHC Board of Directors. Any other adjustments to patient accounts must be approved by a management representative. Collection efforts will be consistent and will strive to balance the service image of PHMC with the business prudence required to achieve financial goals.
- We will comply with the Physician Self-Referral Law. This law prohibits the hospital from accepting referrals from a physician of Medicare or Medicaid patients for "designated health services" when the physician or an immediate family member has a financial relationship with the entity (unless the arrangement complies with an applicable legal exception).
- We will comply with the federal Anti-Kickback Statute. We will not offer or accept remuneration of any kind as an inducement to make a referral for the furnishing of any item or service reimbursable by a federal health care program. We will conduct



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all business transactions free from offers or solicitations of gifts, favors and other improper inducements.

- Employees of PMHC will not offer or accept inappropriate gifts or gratuities to or from patients, vendors, or government officials. Employees of PMHC may not receive any gift under circumstances that could be construed as an improper attempt to influence PMHC's or an employee's decisions or actions. Whenever an employee is unsure whether a gift is prohibited by this Code, the gift must be reported to the Compliance Officer upon its receipt.
- We will avoid conflicts of interest. All employees, medical staff members and members of the PMHC Board of Directors must avoid engaging in any activities that conflict with the interests of PMHC or its patients. Anyone with a potential conflict of interest must disclose the potential conflict to their supervisor or the Compliance Officer.
- We will comply with all applicable antitrust laws and regulations. Employees must avoid communications with competitors that might interfere with free and fair competition, such as discussions regarding fees, how prices are set, labor costs or boycotts.
- We will maintain accurate and complete medical records and other business documents in accordance with applicable laws and regulations.
- We will be truthful in all marketing and public relations. All public statements in whatever form will be accurate and convey the services of PMHC in a responsible manner. PMHC will not solicit patients for services beyond our capacity or licensure.

Comply with the Emergency Medical Treatment & Labor Act. We will serve patients within our medical capabilities, regardless of their financial status. Accordingly, no patient seeking treatment will be denied medically necessary treatment. Patients will be discharged when medical criteria supports such discharge. No patient will be transferred to another facility unless medically appropriate. If the patient requests a transfer, a transfer may be accomplished with full consent of the recipient medical facility, recipient medical providers, and the patient. All transfers shall have appropriate documentation, which complies with applicable laws and regulations regarding transfers. No ambulance or other conveyance shall be diverted from bringing a patient to PMHC unless we have no capacity to provide necessary care and such diversion contributed to public health and safety.

Provide a safe workplace. All employees must know and follow all laws, regulations, and PMHC policies and procedures for promoting health and safety. All employees should immediately contact his or her supervisor if they have questions, are injured while working, or if they notice any dangers or unsafe conditions that need to be corrected.



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Comply with applicable laws and regulations protecting the environment. Employees shall dispose of all waste and other materials and store all chemicals and substances in accordance with applicable laws and regulations.

Harassment or discrimination. PMHC is committed to a policy of nondiscrimination and equal opportunity for all qualified applicants and employees, without regard to race, color, gender, religion, age, national origin, ancestry, disability, sexual orientation, or other protected class. PMHC's policy of non-discrimination extends to the care of patients. PMHC prohibits harassment or discrimination of its employees in any form by supervisors, coworkers, customers or vendors. If an employee feels that he or she or any patient has been discriminated against or harassed, he or she should contact their immediate supervisor, Human Resources, the Compliance Officer, or a member of the Senior Leadership Team.

Behaviors that undermine a culture of safety. PMHC has a zero-tolerance policy regarding hostile behaviors that create breakdowns in the communication and collaboration necessary to deliver quality patient care. Behaviors that undermine a culture of safety can be obvious, such as verbal outbursts and physical threats, but they can also include more passive activities, such as exhibiting a condescending attitude or refusing to take part in assigned duties. Behaviors that undermine a culture of safety should be reported so that management can address those behaviors using the Discipline Policy. PMHC has many tools that may be used to report such behaviors, including the Dr. Armstrong procedures, Unusual Occurrence reports and the Compliance Hotline (1-800-273-8452). PMHC does not allow retaliation against anyone who makes a good faith report regarding behaviors that undermine a culture of safety.

Maintain and use the assets of PMHC. No assets shall be converted to personal use. No part of the net earnings of PMHC shall inure to the benefit of, or be distributed to, its trustees, Senior Leadership Team, employees or other private persons who have a direct or indirect personal or private interest in the activities of PMHC, except to the extent that such payments constitute reasonable compensation for services rendered in the ordinary course of PMHC's business.

Political activities. PMHC and its representatives may not participate in or intervene in any political campaign for or against any candidate. PMHC supports its employees participating in the political process, but personal political opinions should not be communicated, orally or in writing, as being those of PMHC.



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III. How to Report Violations of the Standards:

If any employee becomes aware of any possible violation of this Code or any other aspect of the Compliance Program and Manual, he or she must report the concern. The concern can be reported to the employee's immediate supervisor, the Compliance Officer, or by calling the Compliance Hotline. **The Compliance Hotline number is 1-800-273-8452.** All calls to the hotline are confidential, and the caller may remain anonymous. To ensure confidentiality, the Compliance Hotline is operated by an organization not affiliated with PMHC. Calls are answered 24 hours a day, seven days a week. Follow up on all calls is available by a return call to the Compliance Hotline.

All calls and other reports of noncompliance will be logged, tracked and investigated to conclusion. In conducting investigations, the Compliance Officer and Compliance Committee shall respect the confidentiality of privileged records and information, and shall comply with applicable laws and regulations and ethical standards.

PMHC does not allow retaliation against anyone who, in good faith, reports a possible problem or violation of the Code.

IV. Conclusion:

This Code is an evolving document, and PMHC encourages you to offer your suggestions for improving the Code. The language and specific requirements of the Code may change, but PMHC's commitment to ethical behavior will not.