TITLE: MEDICAL STAFF CODE OF PROFESSIONAL BEHAVIOR

SCOPE: This policy is intended for all Members of the Medical Staff, Privilege Holders and Allied Health Professionals.

DOCUMENT TYPE: N/A

PURPOSE: To define the expected code of conduct.

PHILOSOPHY: N/A

DEFINITIONS: N/A

PROCEDURE:

Policy:
It is the Policy of the Memorial Hospital Medical Staff that all individuals within Hospital facilities be treated with courtesy, respect, and dignity. Professional behavior, ethics and integrity are expected of each individual Member and Privilege Holder of the Medical and Allied Health Professional Staff. This Code is a statement of the ideals and guidelines for professional and personal behavior of the Medical and Allied Health Professional Staff in all dealings with patients, their families, other health professionals, employees, students, vendors, government agencies, society and among themselves, in order to promote the highest quality of patient care, trust, integrity and honesty.

Each Medical Staff Member, Privilege Holder and Allied Health Professional has a responsibility for the welfare, well-being, and betterment of the patient being served. In addition, each Practitioner and Allied Health Professional has a responsibility to maintain his/her own professional and personal well-being, in addition to maintaining a reputation for truth and honesty.

Guidelines for Interpersonal Relationships
• Treat all Medical Staff, Allied Health Professional Staff, hospital staff, house staff or students, and patients with courtesy and respect
• You will not engage in the following behaviors:
  o Sexual harassment or making sexual innuendoes
  o Using abusive language or repetitive sarcasm
  o Making threats of violence, retribution, litigation, or financial harm
  o Making racial or ethnic slurs
  o Actions that are reasonably felt by others to represent intimidation
  o Using foul language, shouting, or rudeness
  o Criticizing Medical Staff, Allied Health Professional Staff, hospital staff, house staff, or students in front of others while in the workplace or in front of patients
  o Shaming others for negative outcomes
  o Physically or verbally slandering or threatening other Practitioners or other health care professionals
o Romantic and/or sexual relationships with your current or former patients. This extends to key third parties such as spouses, children or parents of patients
o Revealing confidential patient or staff information to anyone not authorized to receive it
• Do not treat patients while impaired by alcohol, drugs, or illness.
• Support and follow Hospital policies and procedures; and address dissatisfaction with policies through appropriate channels
• Use conflict management skills and direct verbal communication in managing disagreements with associates and staff
• Cooperate and communicate with other providers in a manner which displays regard for their dignity
• Be truthful at all times
• Wear attire that reflects your professional role and shows respect for your patients
• Develop and institute a plan to manage your stress and promote your personal well being

Guidelines for Clinical Practice
• Respond promptly and professionally when called upon by fellow Practitioners to provide appropriate consultation or clinical service
• Respond to patient and staff requests promptly and appropriately
• Respect patient confidentiality and privacy at all times; follow all regulations concerning release of information.
• Treat patient families with respect and consideration while following all applicable laws regarding such relationships (release of information, advance directives, etc.)
• Seek and obtain appropriate consultation
• Arrange for appropriate coverage when not available
• Do one’s best to provide the best effective and efficient care
• Prepare and maintain medical records within established time frames
• Disclose potential conflicts of interest and resolve the conflict in the best interest of the patient
• When terminating or transferring care of a patient to another Practitioner, provide prompt, pertinent, and appropriate medical documentation to assure continuation of care
• Refrain from accepting money, gifts or personal benefits from commercial healthcare companies when on-site at Memorial Hospital or affiliated sites

Guidelines for Relationship with Hospital and Community
• Abide by all rules, regulations, policies and bylaws of Memorial Hospital
• Serve on Hospital and Medical Staff committees
• Assist in the identification of colleagues who may be professionally impaired or disruptive
• Maintain professional skills and knowledge and participate in continuing medical education
• Refrain from fraudulent and non-scientific practices
• Accurately present data derived form research
• Request appropriate approval from the Institutional Review Board (IRB) prior to human research activities and abide by all laws and regulations applying to these activities
• Follow and obey the law of the land and refrain from unlawful activity at all times
• Participate in clinical outcome reviews, quality assurance procedures, and quality improvement programs
• Hold in the strictest confidence all information pertaining to Peer Review, quality assurance, and quality improvement
• Protect from loss or theft, and do not share, log-ins and passwords to any Hospital system
Reporting:
Potential breaches of the Code of Professional Behavior by a Practitioner or Allied Health Professional will be dealt with in accordance with the Medical Staff Policies concerning Disruptive Conduct or Workplace Harassment. If there is a possibility of an impairment issue, the Physician Assistance Policy will be referenced and the Practitioner will be referred to the Medical Staff Physician Assistance Committee if appropriate.

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<th>Document Revision History:</th>
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Memorial
Hospital of South Bend

Medical Staff Code of Professional Behavior
Acknowledgement of Receipt

Each Medical Staff Member and Privilege Holder and Allied Health Professional Staff Member has a responsibility for the welfare, well-being, and betterment of the patient being served. In addition, each Member, Privilege Holder, and Allied Health Professional has a responsibility to maintain his/her own professional and personal well-being, in addition to maintaining a reputation for truth and honesty.

I have received and reviewed the Medical Staff Code of Professional Behavior Policy for Memorial Hospital and Health System; I will use my best efforts to comply with the Policy on a continuing basis.

I have read, understand, and agree to abide by this Policy,

Signature: __________________________________________________________

Printed Name: _______________________________________________________

Date: __________________________________________________________________

Please sign, date and return this acknowledgement page and return in the enclosed envelope.