

**I. PURPOSE:**

To provide definitive expectations that contributes to a culture of ethical behavior for all Sun Life Family Health Center (SLFHC) employees and Board members. As employees and representatives of SLFHC we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations. It is also our responsibility to report violations of this code in accordance with this policy.

**II. POLICY:**

The ideals stated below are the embodiment of SLFHC's positions and policies. Realizing this, all SLFHC employees and Board of Directors are expected to act and adhere in accordance with the high standards of ethical conduct articulated in the Code of Ethics and contained herein. In addition, compliance is mandated with all applicable laws, regulations, codes and SLFHC policies including state and federal laws, whether stated, inferred, or absent from the standards below

**III. DEFINITIONS:**

None

**IV. PROCEDURES:**

All SLFHC employees and Board members must accept the personal responsibility of complying with the Code of Ethics, as applicable. In doing so, each employee and Board member will uphold the rules, regulations and SLFHC policies that govern their positions in an honorable and ethical manner.

SLFHC recognizes that its primary mission is to deliver affordable, accessible, and high quality health services, wellness and education to all people in need of affordable, accessible and culturally effective primary care.

Therefore,

**1. SLFHC employees and Board members create an ethical organizational environment by:**

- A. Integrating ethical aspects into clinical, operational, and administrative deliberation and policy development.
- B. Providing information to enhance informed health care decisions.
- C. Establishing a process for resolving ethical issues.

- D. Utilizing all SLFHC resources for job-related purposes and not for personal gain.
- E. Assuming responsibility for their actions and accountability for their decisions.
- F. Upholding the Code of Ethics relative to their profession.
- G. Acknowledging an understanding and adherence to all SLFHC Policies and Procedures, while utilizing SLFHC's Conflict of Interest Policy judiciously, as applicable.

**2. SLFHC employees and Board members maintain a social responsibility by:**

- A. Identifying the health care needs of the community in which they serve.
- B. Addressing the health of the community.
- C. Providing adequate notice of available services.
- D. Promoting accessible and culturally effective primary care.
- E. Building community alliances to promote wellness and safety, and the coordination of health care delivery

**3. SLFHC employees and Board members engage in responsible stewardship by:**

- A. Conserving limited health resources by using them efficiently and responsibly.
- B. Distributing resources beneficially and cost effectively.
- C. Avoiding unnecessary treatment.
- D. Promoting health maintenance.
- E. Continuous quality review to assess the effectiveness of resource utilization.
- F. Promoting measures that support the provision of high quality patient care.
- G. Providing the same standard of care, regardless of payment source.
- H. Enforcing SLFHC policies that define equity and prohibits discriminatory provision of care.

**4. SLFHC employees and Board members support fair marketing and communication practices by:**

- A. Reflecting SLFHC's health care delivery record and capabilities.
- B. Limiting promises to what SLFHC can actually provide.

- C. Promoting informed consumer choice by providing accurate and balanced information about existing resources, treatment capabilities and areas of specialization.
- D. Disclosing information about organizational relationships that create actual, potential or apparent conflicts of interest.

**5. SLFHC employees and Board members deliver quality of care by:**

- A. Using the measures of quality that reflect the current research on clinical outcomes and practice guidelines.
- B. Including all departments and disciplines in system-wide continuous quality
- C. Identifying and eliminating practice patterns and systems that deviate from accepted standards of care.
- D. Monitoring and reducing adverse clinical events by focusing on patient safety.
- E. Disclosing any actual or potential health-impairing mistakes to patients and, where indicated, their families.

**6. SLFHC employees and Board members promote multidisciplinary clinical consultation by:**

- A. Collaborative clinical management.
- B. Supporting the authority and professional judgment of specific multidisciplinary teams.
- C. Supporting provider professional judgment and authority.
- D. Implementing a plan of care that reflects the patient's best interest, regardless of financial compensation.
- E. Utilizing its network of specialty care services.

**7. SLFHC employees and Board members protect patient privacy and confidentiality by:**

- A. Making the protection of patient information first and foremost.
- B. Utilizing mechanisms that provide authorized persons easy and timely access to computerized patient information.
- C. Restricting access to medical records and other health information, including billing information, to those with a "need-to-know" in order to provide direct patient care.
- D. Being well versed on their obligations regarding access to and disclosure of patient information.
- E. Advising patients that medical information will not be disclosed to others, including family and friends, without patient permission, except as permitted by law

F. Realizing the full extent of the policies that protect against breaches of confidentiality, illegitimate access, and use and/or disclosure of patient information



**V. ATTACHMENTS:**

None

**VI. REFERENCES:**

BD 1-07 Conflict of Interest  
AG-016 Whistleblower Protections  
HR 4-14 Non-Retaliation  
AG-018 Confidentiality of Information  
PRR-001 Rights and Responsibilities of Patients

Approved By:

	8-24-16		8-24-16
Board Chair	Date	Chief Executive Officer	Date