

Hugh Chatham Memorial Hospital Code of Conduct

(For Employees, Contract Employees, Volunteers, Vendors & Board Members)

What rules do we need to follow?

- ✓ Federal Laws
- ✓ State Laws
- ✓ Local Laws
- ✓ Hugh Chatham Hospital
- ✓ Departmental Policies

The following list includes **THE MOST COMMON RULES** Hugh Chatham Memorial Hospital must follow, but is not intended to include all laws that affect us.

- We will respect our patients' rights at all times.
- We will provide only services that are medically necessary.
- We will document accurately and completely.
- We will not give or accept payment of any kind for the referral of patients.
- Each patient will be billed accurately.
- Patients referred for additional care must be given a choice of healthcare providers. We **MUST** disclose to patients any affiliations or relationships that Hugh Chatham Memorial Hospital has with providers or entities that they may be referred to.
- Every patient coming to the Emergency Room is entitled to a medical screening exam before we find out whether or not they can pay for their care.
- Patient information will not be shared except as necessary to provide healthcare or with written permission of the patient.
- Waste products will be disposed of according to Hugh Chatham Memorial Hospital written policy.
- Employees will use universal precautions when appropriate to protect themselves and others.
- Controlled substances will be dispensed and recorded as dictated by state and federal laws and Hugh Chatham Memorial Hospital Pharmacy policies.
- Hugh Chatham Memorial Hospital will set charges for services without discussion with our competitors.
- Hugh Chatham Memorial Hospital will pay reasonable fees for contracted services.
- Any gift, meal, or entertainment accepted from a vendor and valued over \$25.00 will be reported to the **Compliance Officer**.
- Hugh Chatham Memorial Hospital will use only properly licensed software.
- Hugh Chatham Memorial Hospital will maintain a safe working environment.

- Employment decisions will not be based on race, color, sex, religion, age, national origin, ancestry, disability or sexual orientation.
- Fundraising for Hugh Chatham Memorial Hospital Foundation must not include false, deceptive or misleading statements. All printed materials must be approved through the Marketing Department.
- All advertising and printed materials will be approved through the Marketing Department.
- Employees and contractors will not accept tips or gifts from patients or physicians.

If you have any reason to believe we are not complying with any law or regulation, you must report your concern. You may:

- Tell your Direct Supervisor
- Tell your Department Manager
- Tell your Administrative representative
- Tell the Compliance Coordinator at ext. 8342
- Tell the Compliance Officer at ext. 7216
- Call the anonymous

Compliance Hotline: 1-844-241-6852

What should we do if a government investigator comes to visit us?

Hugh Chatham Memorial Hospital is committed to obeying all local, state, and federal laws. Our Compliance Program is designed to make sure we do this. However, it is always possible that an investigator from the government will visit us. If a government official asks to talk to you:

- ◆ Tell them you want to cooperate, but you want to call your Compliance Officer first. You do not have to talk to a government official without representation.
 - ◆ Call the Compliance Officer at 7216.
 - ◆ If you cannot get the Compliance Officer, call the Chief Financial Officer at 7216 or the Chief Executive Officer at 7312 or 7381.
- *Tell them you have a government investigator waiting to speak with you.**