

RHEA MEDICAL CENTER  
**CODE OF CONDUCT**

Rhea Medical Center is committed to a corporate culture that delivers quality healthcare in accordance with a code of conduct that promotes ethical, respectful, honest and safe behavior. This Code of Conduct is an affirmative statement of our individual responsibility to act in a manner consistent with the principles established in this Code. The Code of Conduct does not cover every possible situation that may arise but emphasizes the shared common values that should guide our actions.

We shall:

- ✓ Support and promote the Mission, Vision and Values of RMC in all of our work.
- ✓ Treat each person with respect, dignity and courtesy at all times.
- ✓ Uphold the standards for service excellence: respect, teamwork, positive attitude, professionalism and accountability.
- ✓ Inform patients of their rights and responsibilities and will communicate with them while they receive services and care. Provide care that is necessary, safe and appropriate.
- ✓ Not discriminate in the provision of care and services or in any relationship with others based on age, race, color, gender, religion, ethnic origin, disability or ability to pay.
- ✓ Obtain informed consent for treatment and involve patients as much as possible in their care.
- ✓ Maintain timely, accurate and complete records, including patient, financial and personnel records.
- ✓ Bill accurately and only for services actually rendered and substantiated by physician orders and clinical record documentation in accordance with all Federal, State, and third party payers laws and regulations. Take immediate steps to correct any billing error once it is discovered, including notifying the payer, correcting the bill and refunding payments as needed.
- ✓ Protect the privacy and confidentiality of information pertaining to patients, staff and RMC business. This duty continues even after affiliation with Rhea Medical Center ends.
- ✓ Admit, transfer and discharge patients on the basis of medical judgment and in accordance with applicable laws and regulations, including but not limited to the Emergency Medical Treatment and Active Labor Act (EMTALA).
- ✓ Not tolerate any conduct or treatment of others that is inappropriate, disrespectful, abusive or illegal.
- ✓ Report for work free of the influence of illegal drugs or alcohol or other substances that impair our ability to do our jobs safely and in compliance with all RMC policies and procedures.
- ✓ Not tolerate workplace violence or any misconduct that harasses, disrupts or interferes with an individual's work performance or creates an intimidating, offensive or hostile environment.
- ✓ Not accept or request anything of value, including money, gifts, trips or discounts. Non-monetary gifts of nominal value may be accepted.

- ✓ If employed by RMC, notify your Compliance Officer before accepting travel or lodging, honoraria for speeches and articles or consulting fees from a business associated with RMC for ourselves or an immediate family member residing in your household. RMC reserves the right to object to such arrangements that may cast a negative light or create a regulatory or compliance concern for RMC.
  - ✓ Avoid conflicts of interest or the appearance of conflicts of interest. Report any potential conflict of interest in advance.
  - ✓ Not make any false or misleading statement to any patient, person or entity about patients, persons or entities doing business with or competing with RMC or about the products or services of such entities or persons.
  - ✓ Preserve RMC assets, including time, materials, supplies, equipment and information and protect them from theft, damage or other misuse.
  - ✓ Not use organization funds, properties or services directly or indirectly for the purpose of influencing the nomination or election of individual candidates to political office.
  - ✓ Only employ or do business with physicians or other individuals or vendors who are in good standing with Federal and State healthcare programs and who have the necessary licensure, certification or registration in their field.
  - ✓ Not pay physicians, directly or indirectly, on the value or volume of referrals to RMC. Establish written contracts with physicians and other referral sources where payment or other benefit is provided by RMC in exchange for services provided by the physician or referral source.
  - ✓ Submit all contracts to Administration for review and approval prior to execution.
  - ✓ Comply with all applicable laws, regulations, guidelines, rules, policies and procedures in carrying out your responsibilities at RMC.
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My signature below is to acknowledge receipt of the Rhea Medical Center Code of Conduct.

I understand that failure to comply with the Code of Conduct is a serious matter, which may lead to disciplinary actions.

I understand that I have an affirmative duty to report concerns or possible violations of this Code of Conduct to the proper individuals within the organization: Supervisor, Compliance Officer, Administration, Human Resources.

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name