



Title: Code of Conduct/Professional Behavior Policy

RP-102

Written By: Chief Development Officer

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Approved By: Graduate Medical Education Committee

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Authorized By: WMCHC Board of Directors

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PURPOSE: Wayne Memorial Community Health Centers and its Family Medicine Resident Program are committed to creating and maintaining an environment which promotes professionalism and the highest standards of behavior among its community of health care professionals. This policy sets forth the expectations and guidelines for resident professional behavioral and code of conduct.

POLICY: **Professional Behavioral Standards and Code of Conduct:** WMCHC promotes an environment of professional demeanor in direct patient care and in communications with family members as well as with other health care professionals and support staff. It is expected that all Wayne Memorial Community Health Centers employees will show respect and common courtesy for each other and patients in an environment free from harassment and discrimination, exploitation, verbal abuse, physical violence, and intimidation in any form.

- **Communications:** Appropriate and professional communication is to be used at all times whether verbal, written, electronic or non-verbal. This includes the appropriate tone, language, gestures so that people feel respected and treated in a positive manner. Employees are also expected to actively participate in maintaining a harassment free workplace by modeling professional communication.
- **Compliance with policies, protocols and procedures:** Wayne Memorial Community Health Centers will conduct business in accordance with all applicable laws, rules and regulations. WMCHC has developed its own policies, procedures and protocols to ensure a professional, safe environment. It is the responsibility of the resident to learn and apply the policies of the sponsoring institute.
- **Confidentiality:** All employees of WMCHC are to at all times abide by HIPAA rules and regulations and uphold WMCHC Privacy and Security policies. Failure to maintain the highest level of confidentiality on matter related to colleagues, students and patients is a violation of professionalism.

- **Safety:** Wayne Memorial Community Health Centers employees will strive to create a culture of safety. WMCHC is committed to implementing changes that will promote a safe environment for patient and WMCHC employees.
- **Compassion:** WMCHC believes that each encounter with another person is an opportunity for kindness. All employees are expected to exhibit compassion and empathy for patients and other staff members regardless of their social, economic or educational status.
- **Honesty and Integrity:** Wayne Memorial Community Health Centers requires ethical and responsible conduct of all employees and students. Employees are expected to conduct themselves fairly, honestly, in good faith, and in accordance with the highest ethical and professional standards and to comply with applicable laws, regulation, contractual obligations and program policies.
- **Respect for Institution property and the property of others:** Wayne Memorial Community Health Centers is committed to protecting its assets, and the assets of others entrusted to us, against loss, theft or misuse. These assets include physical property, funds, and proprietary information. All employees will respect and take reasonable steps to safeguard the property of the sponsoring institution, patients and their families, employees, medical staff, trainees and visitors.

Examples of Inappropriate Conduct: Including but are not limited to the following:

- Use of profanity or disrespectful language
- Using physically threatening language
- Making belittling or berating statements
- Disparaging the treatment of other healthcare providers to patients
- Degrading or demeaning comments regarding patients, their families, institutional personnel, other health professional and/or the institution.
- Disrespectful or personal comments in patient medical records.
- Making threats of violence
- Making physical contact with another individual that is threatening, intimidating or disrespectful
- Making threats of retribution.
- Falsifying documents or plagiarizing documents
- Stealing, misappropriating or misuse of drugs, equipment or other property.
- Breaching patient confidentiality, including but not limited to accessing records of patients without work related reason for access, photographing, recording, or videotaping patients without permission, utilizing social media or internet platforms in any way which breaches patient confidentiality
- Being under the influence of alcohol or drugs, or being otherwise unfit for participation in patient care at work or on call
- Failing to respect individual's rights, privacy or dignity
- Engaging in sexual harassment
- Targeting an individual on a basis of race, culture, gender identity or sexual orientation.