



Ethics and Patients' Rights Required Training

THE INSTITUTE FOR ETHICS

- Oversees ethics and compliance in all areas of the system:
 - Corporate ethics and corporate compliance;
 - Research ethics and integrity; and
 - Bioethics.

WHAT WE DO?

- Provide information and consultation;
- Conduct education in our key areas;
- Conduct investigations and formal consults;
- Review and revise policy;
- Monitor compliance; and
- Oversee rights protections of our Team Members and patients.

HOW DO YOU WORK WITH US?

- Your personal integrity and compliance competency in your area is essential to Memorial's success.
- When you have any concerns, please know that it is your obligation to report these so that they can be investigated.
- You can report any concern anonymously or directly.

REPORTING ETHICAL CONCERNS

- You may report ethical concerns anonymously by calling the **1-800-Ethics line (1-800-555-8497)** number at any time.
- All the information you provide to the communication specialist will be documented and forwarded to the Institute for Ethics at Memorial Health.
- You may also report directly to the Institute for Ethics by calling x-28681 or coming by Suite 108 in the Provident Medical Office Building (PMOB).
- These contacts are also considered to be confidential.
- You **can not be retaliated** against for reporting concerns to the Institute for Ethics.

THE CODE OF BUSINESS PRACTICE

- Memorial Health's Code of Business Practice is designed to outline Memorial Health's key policies relevant to our business conduct.
- Conflict of interest, billing practices, harassment, political activities and other general business matters are discussed in more detail in the code. It is essential that this code be reviewed at the time of your in-processing as well as annually.
- Your written acknowledgement of the code is required.

SELF REPORTING

- All students must acknowledge the honesty of their disclosures on the online employment application.
- All students are required to report an arrest, charge, conviction or plea to their preceptor/clinical coordinator within seventy-two (72) hours.
- Failure to timely notify the preceptor/clinical coordinator may result in the student's removal from the program.

HARASSMENT

- Memorial Health does not tolerate any form of harassment in the workplace – sexual or any other form of unfair bias.
- Please report any issues perceived as harassment to your designated preceptor/clinical coordinator or the Institute for Ethics.
- *It is legally required that known harassment is reported.*

PATIENT RIGHTS AND OUR RESPONSIBILITIES

- Patients have the right to expect certain things from health care facilities and health care providers.
- Memorial Health is committed to ensuring that the rights of all patients are respected.

PATIENTS RIGHTS

- ❖ Privacy
- ❖ Access to Care
- ❖ Itemized Bill
- ❖ Information About Treatment
- ❖ Consultation
- ❖ Participation in Decisions
- ❖ Refusal of Treatment
- ❖ Transfer / Continuity of Care
- ❖ Communication
- ❖ Ethical Decisions
- ❖ Personal Safety
- ❖ Pain Management

OUR RESPONSIBILITIES

PATIENT CONFIDENTIALITY

- Patient privacy protections are a high priority at Memorial Health.
- You may only share patient information in the context of your specific job responsibilities and only for the purpose of *treatment, payment or operations*.
- All violations of patient privacy must be reported to the Institute for Ethics and all violations are sanctioned.

ACCESS TO CARE

Every individual, regardless of race, creed, sex, national origin, handicap, age or financial status shall have equal access to the services provided by the medical center.

ITEMIZED BILL

- Memorial Health only bills for those services that are considered to be *medically necessary* and are properly *documented* to justify appropriate reimbursement.
- Patients have the right to request and receive a detailed explanation of their total hospital bill.

INFORMATION & PARTICIPATION

- Memorial Health supports the active participation of each patient in determining their medical care. This includes:
 - Honoring requests for consultation with a specialist;
 - Providing understandable explanation of all treatments;
 - Accepting patient refusal of diagnostic testing or treatment; and
 - Accepting patient refusal to participate in medical education training programs and research.

ADVANCE DIRECTIVES

- Memorial Health supports the rights of all patients to make choices about their health care and will ask each patient if he or she has an Advance Directive (Living Will or Durable Power of Attorney for Health Care).
- Memorial Health offers patients a workbook, *Five Wishes* to guide discussion of End-of-Life wishes.
- We will respect the wishes for healthcare outlined in these documents if the patient is not able to state those wishes.

CONTINUITY OF CARE

Prior to discharge or transfer to another facility, we will ensure the patient has received information regarding health care requirements after discharge, need for transfer to another facility and the alternatives to such a transfer.

COMMUNICATION

We will access appropriate interpreters in order to clearly communicate with patients who do not speak English or have impaired hearing.

ETHICAL DECISIONS

We will respect the rights of the patient to make decisions based on their personal beliefs, values, and available medical information.

PERSONAL SAFETY

- We will make patient safety the first priority by:
 - Communicating clearly;
 - Personally committing to follow policies, procedures and red rules;
 - Stopping when unsure;
 - Being sensitive to high-risk situations; and
 - Paying attention to details.

PAIN MANAGEMENT

We recognize that the relief of pain and suffering is of primary importance to patients. We will act to effectively assess and manage physical, mental and spiritual pain.

REMEMBER...

Any Team Member, physician, student, or care provider who has concerns about the safety or quality of care provided at Memorial Health University Medical Center (MHUMC) is encouraged to contact the appropriate manager, Risk Management at 350-8253, or Corporate Ethics & Compliance at 350-8681.

Concerns may also be reported through a MaxPI Incident Report or anonymously to the Ethics Line at 1-800-555-8497 or 350-8681.

If the person reporting the issue has properly confirmed that the concerns have not been adequately addressed by management, the individual may contact the Joint Commission without fear of reprisal by calling the Office of Quality Monitoring at 1-800-994-6610 or by e-mail at complaint@jointcommission.org.