



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resources Division		POLICY NUMBER: DPOTMH-APP-HRD-P003-(01)	
TITLE/DESCRIPTION: CODE OF PROFESSIONAL CONDUCT			
EFFECTIVE DATE: April 30, 2022	REVISION DUE: April 29, 2025	REPLACES NUMBER: DPOTMH-HW-P03	NO. OF PAGES: 1 of 9
APPLIES TO: Board of Directors, Hospital Employees, Medical Staff, Post Graduate Nursing Interns, Resident Doctors, Medical Interns, Instructors and Students rotating at DPOTMH (Nursing, Medical Technology, Midwifery, Nursing Aide, Radiologic Technology, Caregiver, Pharmacy Education)		POLICY TYPE: Administrative	

PURPOSE:

The Code of Professional Conduct aims to inform and guide the professional practice of all DPOTMH employees. It is a statement of the values and principles that DPOTMH regards as fundamental to maintaining the highest standards of professional practice and decorum. The Code defines how employees shall conduct themselves as an individual, as a worker, and as a member of the community.

DEFINITIONS:

Code of Professional Conduct-A necessary component to any profession to maintain standards for the individuals within that profession to adhere. It brings about accountability, responsibility and trust to the individuals that the profession serves.

RESPONSIBILITY:

Board of Directors, Hospital Employees, Medical Staff, Post Graduate Nursing Interns, Resident Doctors, Medical Interns, Instructors and Students rotating at DPOTMH (Nursing, Medical Technology, Midwifery, Nursing Aide, Radiologic Technology, Caregiver, Pharmacy Education)

POLICY:

1. DPOTMH shall require all employees, physicians and other independent practitioners to conduct themselves in a professional manner in the hospital. Conversely, any inappropriate or disruptive conduct shall not be tolerated. It shall treat all individuals within its facilities with courtesy, respect and dignity.
2. Failure to meet the professional obligations described below constitutes a violation of the DPOTMH Code of Professional Conduct and shall be dealt with by the appropriate disciplinary committees after due process.

GUIDELINES

1 . Professional Obligations

1.1 Respect for Persons

- 1.1.1 Treat patients and staff with utmost courtesy.
- 1.1.2 Treat patients and staff with kindness, gentleness and dignity.
- 1.1.3 Do not use offensive language, verbally or in writing, when referring to





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- co-employees/staff and their illness.
- 1.1.4 Do not harass anyone in any form (physical, verbal, psychological and sexual).
- 1.1.5 Do not discriminate anyone on the basis of sex, religion, race, disability, age or sexual orientation.
- 1.1.6 Refrain from behavior that includes intimidation, foul language, threats of violence or retaliation.
- 1.1.7 Refer to patients by their name, not by their diagnosis or location
- 1.1.8 Avoid the use of first names without permission in addressing patients, use Mr./Ms./Mrs. (last name) or ma'am/Sir.
- 1.1.9 Realize that patients and their visitors are in an environment that can be unfamiliar and frightening. Communicate frequently in a language that a layperson can understand.

1.2 Respect for Patient Confidentiality

- 1.2.1 Do not share medical information with anyone except with those health care professionals integral to the care of the patient or within the context of Hospital operations.
- 1.2.2 Ensure that one's computer system password is kept confidential.
- 1.2.3 Refrain from discussing patients or their illness in public places where the conversation may be overheard.
- 1.2.4 Do not access confidential patient's information, except if it is required in the scope of job with proper authorization and permission.
- 1.2.5 Do not remove confidential patient information from the premises. The staff must do this in the scope of his job must ensure that appropriate safeguards are in place to protect the information.



1.3 Honesty

- 1.3.1 Be truthful in verbal and in written communications at all times.
- 1.3.2 Maintain accurate, honest records of patient care and business activities, which include following procedures to correct and amend records and to make late



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entries in medical records.

1.4 Integrity

- 1.4.1 Acknowledge your errors of omission and commission to colleagues, supervisors and patients.
- 1.4.2 Make patient care decisions based on patients' needs and desires, not on financial preferences or compensation.
- 1.4.3 Never abuse special privileges.
- 1.4.4 Do not knowingly mislead others.

1.5 Responsibility for Patient Care

- 1.5.1 Obtain the patient's informed consent for diagnostic tests or therapies and respect the patient's right to refuse care or procedure.
- 1.5.2 Assume responsibility for every patient being handled until the endorsement of the patient to another professional, making sure that said professional has acknowledged the transfer of care.
- 1.5.3 Follow-up an ordered laboratory test/treatments and complete patient record documentation promptly and conscientiously.
- 1.5.4 Coordinate with the team for the timing of information-sharing with patients and their families to present a coherent and consistent treatment plan.
- 1.5.5 Do not report to work under the influence of alcohol or drug as it could decrease or diminish the quality of patient care or one's professional performance.
- 1.5.6 Do not engage in romantic or sexual relationship with patients. If such relationship seems to be developing seek guidance and terminate the relationship.
- 1.5.7 Never abandon the patient. If unable/unwilling to continue care, make a referral to another competent practitioner willing to care for the patient.





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1.6 Deportment as a Professional

- 1.6.1 Identify yourself and your professional level clearly to patients and the staff; wear your name badge/Identification card at all times above the waist.
- 1.6.2 Dress in neat, clean, professional and appropriate manner. Maintain professional composure despite the stress of fatigue, professional pressures, or personal problems.
- 1.6.3 Avoid making offensive or judgmental comments about a patient or staff, verbally or in writing.
- 1.6.4 Do not participate in any political campaign, which may include the wearing of political buttons or the distribution of political materials while on DPOTMH premises.

1.7 Avoiding Conflicts of Interest

- 1.7.1 Resolve clinical conflicts of interest in favor of the patient.
- 1.7.2 Do not accept gifts of value from drug companies or vendors or suppliers.
- 1.7.3 Never refer patients to laboratories or other facilities in which you have direct financial stake without disclosure to the management.
- 1.7.4 Never accept a "kickback" (any payment intended to influence decisions) for any patient referral.

1.8 Responsibilities for Peer Behavior/ Responsibilities to Superiors/ Responsibilities to Rank-and-File

- 1.8.1 Take initiative to identify and help impaired staff with the appropriate assistance through referrals. Impairment includes, but is not limited to, alcohol and/or drug abuse, depression, other physical or mental illness.
- 1.8.2 Report serious breaches of the CODE OF PROFESSIONAL CONDUCT to the appropriate person, if unsure, discuss the situation with one's supervisor or Department Head.
- 1.8.3 Report immediately any suspected fraud or improper conduct. No action if retaliation shall be taken against anyone who makes the report.

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- 1.8.4 Do not attempt to encourage other to retaliate against an individual who has Reported a violation. Anyone doing so will be subjected to disciplinary action.

1.9 Respect for Personal Ethics

- 1.9.1 Do not perform procedures (e.g. elective abortions, termination of medical treatment) that you, personally, believe are unethical, illegal, or may be detrimental to patients.
- 1.9.2 Refer the patient to another practitioner or facility, if he requests for a treatment contrary to one's personal values but consistent with the current standards of care.

1.10 Respect for Property and Laws

- 1.10.1 Adhere to the regulations and policies of DPOTMH, e.g. policies governing fire safety, hazardous waste disposal and universal precautions.
- 1.10.2 Never misappropriate, destroy, damage, or misuse the property of DPOTMH.

1.11 Integrity in Research

- 1.11.1 Report research results honestly in scientific and scholarly presentations and publications.
- 1.11.2 Give proper credit and responsibility to colleagues and others who participated in the research when publishing and presenting reports.
- 1.11.3 Report research findings honestly and without exaggeration to the public and media.
- 1.11.4 Avoid potential conflicts of interest in research; disclose funding sources, company ownership and other potential conflicts of interest in written and spoken research presentations.
- 1.11.5 Adhere to DPOTMH policies and procedures that govern research using human subjects.





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1.12 Use of DPOTMH Computer Systems

- 1.12.1 Obtain proper authorization before using the DPOTMH's computer system.
- 1.12.2 Never use the DPOTMH's computer system for purposes beyond those for which you are authorized.
- 1.12.3 Never share access privileges (usernames and/or passwords).
- 1.12.4 Never electronically transmit or distribute materials that would be in violation of existing DPOTMH policies or guidelines.
- 1.12.5 Respect the privacy of other users. More specifically, do not read, copy, or
- 1.12.6 modify another user's data, information, files, emails or programs without the other user's expressed permission.
- 1.12.7 Never intentionally introduce any program or data intended to disrupt normal operations (e.g. a computer "virus" or "worms") into the DPOTMH computer system.

2 . Professional Ideals

2.1 Clinical Virtues

- 2.1.1 Cultivate and practice clinical virtues, such as caring, empathy and compassion.

2.2 Conscientiousness

- 2.2.1 Fulfill your professional responsibilities conscientiously
- 2.2.2 Notify the responsible supervisor if something interferes with one's ability to perform tasks effectively.
- 2.2.3 Dedicate to lifelong learning and self-improvement by implementing a personal program of continuous learning and continuous quality improvement.
- 2.2.4 Complete all tasks accurately, thoroughly, legibly and in a timely manner. This may include attending and participating in meetings and conferences.
- 2.2.5 Follow-through on whatever has been agreed upon.
- 2.2.6 Avoid patient involvement when ill, distraught or overcome with personal problems.





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2.3 Collegiality/Cooperation

- 2.3.1 Cooperate with all other members of the Health Care System.
- 2.3.2 Be generous with time when answering questions from the staff, patients and family members.
- 2.3.3 Shoulder fair share of the institutional burden by adopting a spirit of volunteerism and altruism.
- 2.3.4 Use communal resource (equipment, supplies and funds) responsibly and equitably.

2.4 Responsibility to Community

- 2.4.1 Provide appropriate emergency services to all patients regardless of their ability to pay





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PROCEDURE (SOP): N/A
WORK INSTRUCTION: N/A
WORK FLOW: N/A
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REFERENCES: 1. Code of Professional Conduct. Registry of Interpreters for the Deaf. (2018, April 24). https://rid.org/ethics/code-of-professional-conduct/#:~:text=A%20code%20of%20professional%20conduct,individuals%20that%20the%20profession%20serves.





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