 <b>RIVERSIDE BACOLOD</b> <b>CANCER CARE CENTER</b>	Document Code:	DPOTMH-MW-P02
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	Document Title:	<b>CODE OF PROFESSIONAL CONDUCT</b>

### **PURPOSE:**

The Code of Professional Conduct aims to inform and guide the professional practice of all Metro RMCI Cancer Center (MRCCC) employees. It is a statement of the values and principles that MRCCC regards as fundamental to maintaining the highest standards of professional practice and decorum. The Code defines how employees shall conduct themselves as individuals, as workers, and as members of the community.

### **LEVEL:**

All Employees of Metro RMCI Cancer Center (MRCCC)


### **DEFINITION OF TERMS:**

**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.<sup>1</sup>

### **POLICY:**

1. MRCCC 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 MRCCC Code of Professional Conduct and shall be dealt with by the appropriate disciplinary committees after due process.



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## **GUIDELINES**

### **1 Professional Obligations**


#### **1.1 Respect for Persons**

- 1.1.1 Treat patients and staff with the utmost courtesy.
- 1.1.2 Treat patients with kindness, gentleness, and dignity.
- 1.1.3 Do not use offensive language, verbally or in writing, when referring to patients and their illnesses.
- 1.1.4 Do not harass anyone in any form (physical, verbal, psychological, or sexual).
- 1.1.5 Do not discriminate against 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 illnesses in public places where the conversation may be overheard.



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1.2.4 Do not access confidential patients' information, except if it is required in the scope of the 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 their job and 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 entries in medical records.

### 1.4 Integrity

1.4.1 Recognize your omissions and commissions 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 patient is endorsed by another professional, making sure that said professional has acknowledged the transfer of care.

1.5.3 Follow-up on ordered laboratory tests and treatments and complete patient record documentation promptly and conscientiously.



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- 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 drugs 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 relationships with patients. If such a relationship seems to be developing, seek guidance and terminate the professional relationship.
- 1.5.7 Never abandon a patient. If unable or unwilling to continue care, make a referral to another competent practitioner willing to care for the patient.


#### **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 a 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 member, 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 MRCCC 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, vendors, or suppliers.



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- 1.7.3 Never refer patients to laboratories or other facilities in which you have a 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 the 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, and 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 any suspected fraud or improper conduct immediately. There will be no retaliation against anyone who makes the report.
- 1.8.4 Do not attempt to encourage others 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 a treatment contrary to one's personal values but consistent with the current standards of care.



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### **1.10 Respect for Property and Laws**

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


### **1.11 Integrity in Research**

- 1.11.1 Research results are honestly reported 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 Research findings should be reported honestly and without exaggeration to the public and media.
- 1.11.4 Avoid potential conflicts of interest in research; in written and oral research presentations, disclose funding sources, company ownership, and other potential conflicts of interest.
- 1.11.5 Adhere to MRCCC policies and procedures that govern research using human subjects.

### **1.12 Use of MRCCC Computer Systems**

- 1.12.1 Obtain proper authorization before using the MRCCC's computer system.
- 1.12.2 Never use the MRCCC'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 MRCCC policies or guidelines.



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- 1.12.5 Respect the privacy of other users. More specifically, do not read, copy, or modify another user's data, information, files, emails, or programs without the other user's expressed permission.
- 1.12.6 Never intentionally introduce any program or data intended to disrupt normal operations (e.g. a computer "virus" or "worm") into the MRCCC computer system.
- 1.12.7 Endeavor to use the MRCCC's computer system in an efficient and productive manner. Never use the computer system for game-playing, surfing the internet, streaming video or audio, printing excessive copies of documents, files, or data, or attempting to crash or tie-up the 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 yourself 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 you are 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 Shoulders a fair share of the institutional burden by adopting a spirit of volunteerism and altruism.
- 2.3.4 Use communal resources (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.

### **DOCUMENTATION:**

Revised Policy


### **DISSEMINATION:**

- 3. Hospital Manual of Policies and Procedures
- 4. Hospital Communicator

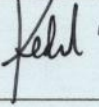
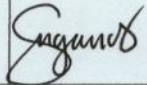

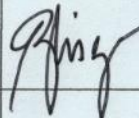
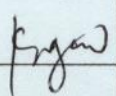
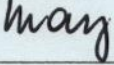
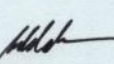

### **REFERENCE:**

<sup>1</sup>Promoting antidiscrimination practice. UK Quality Care Solutions Ltd. Email: info@ukqcs.com Web: www.ukqcs.com



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