



## **Medical Staff Code of Professional Behavior/Civility**

The Medical Staff of Saint Peter's University Hospital is expected to maintain the highest level of professional behavior, ethics and integrity. The following code of professional behavior provides specific guidelines that must govern professional and personal behavior in all dealings with patients, their families, other health professionals, employees, students, vendors, government agencies, and the public in general, in order to promote and maintain the highest level of patient care, trust, integrity and honesty. The knowledge, understanding and firm adherence to these guidelines will support a work environment that encourages communication, collaboration and respect, which facilitates a team approach to patient care.

### **Guidelines for Interpersonal Relations**

- **Treat all staff and patients with courtesy and respect**
- **Do not engage in or condone the following behaviors:**
  - **Sexual harassment and making sexual innuendos**
  - **Use of abusive language, including repetitive sarcasm**
  - **Making direct or indirect threats of violence, retribution, litigation or financial harm**
  - **Making racial or ethnic slurs**
  - **Engaging in actions that are reasonably felt by others to represent intimidation**
  - **Engaging in behavior that threatens or results in physical abuse**
  - **Use of foul language, shouting, and rudeness**
  - **Criticizing staff in the presence of others while in the workplace or in the presence of patients**
  - **Publicly shaming others for negative outcomes**
  - **Slandering or physically threatening staff, students or other medical professionals**
- **Never treat patients while impaired by alcohol, drugs or illness**
- **Be knowledgeable with and follow hospital policies and procedures**
- **Address dissatisfaction with policies and administrative or supervisory actions through proper channels**
- **Use direct communication and, if needed, seek out assistance in conflict management when managing disagreements with associates and staff**
- **Interact and communicate with other providers in a respectful manner**
- **Be knowledgeable about, practice and promote hospital infection control standards**
- **Be truthful at all times**

### Guidelines for Clinical Practice

- Respond promptly and professionally when called upon by fellow practitioners to provide appropriate consultation or clinical service
- Respond to patient and staff requests promptly and appropriately
- Respect patient confidentiality and privacy at all times and follow all regulations for release of information
- Treat patients, co-workers and others without discrimination and with respect, dignity, and professionalism without regard to race, age, gender, religion, national origin, medical condition, physical or mental disability, ancestry, marital status, sexual orientation, citizenship, legal status, ability to speak English, or status as a covered veteran
- Regard all families with respect and consideration while following all guidelines regarding such relationships (release of information, advance directives, etc)
- Seek and obtain appropriate consultation
- Arrange for appropriate coverage when not available
- Endeavor to provide care that meets community and institutional standards
- Prepare and maintain medical records within the established time frame
- Disclose potential conflicts of interest and resolve conflicts in the best interest of the patient
- When terminating or transferring care of a patient to another physician, provide prompt, pertinent and appropriate medical documentation to assure continuation of care

### Guidelines for Relationship with Hospital and Community

- Abide by all rules, regulations and bylaws of the medical staff of Saint Peter's University Hospital
- Adhere to the hospital's disclosure policy for errors and adverse events
- Notify the department chair, Chief Medical Officer or CEO of Saint Peter's University Hospital regarding medical professionals who may be professionally impaired or disruptive
- Maintain professional skills and knowledge and participate in continuing medical education
- Refrain from fraudulent scientific practices
- Accurately present data derived from research
- Follow all Institutional Review Board guidelines in regard to human research activities
- Refrain from improper documentation and billing
- Participate in clinical outcome reviews, quality assurance procedures and quality improvement programs
- Hold in strictest confidence all information pertaining to peer review, quality assurance, and quality improvement
- Protect from loss or theft, and not share, log-ins and passwords to any hospital system that contains patient identifiable information or other confidential hospital information.