Code of Conduct

I. A professional consistently transmits respect for patients by his/her performance, behavior, attitude and appearance.

A. Respect for patient privacy and confidentiality.
   1. By knocking on the door before entering a patient’s room.
   2. By appropriately draping a patient during an examination.
   3. By not discussing patient information in public areas, including elevators and cafeterias.
   4. By keeping noise levels low, especially when patients are sleeping.

B. Respect for patient self-autonomy and the right of a patient and a family to be involved in care decisions.
   1. By introducing himself/herself to the patient and the patient’s family members and explaining his/her role in the patient’s care.
   2. By wearing name tags that clearly identify names and roles.
   3. By taking time to assure patient and family understanding and informed consent of medical decisions and progress.

C. Respect for the sanctity of the healing relationship.
   1. By assuring continuity of care when a patient is discharged from a hospital by documenting who will provide that care and informing the patient of how that caregiver can be reached.
   2. By responding promptly to phone messages and pages.
   3. By providing reliable coverage through colleagues when he/she is not available.

D. Respect for individual patient concerns and perceptions.
   1. By complying with accepted standards of dress as defined by the institution in which he/she works.
   2. By arriving promptly for patient appointments.

E. Respect for the systems in place to improve quality and safety of patient care
   1. By completing all mandated on-line tutorials and public health measures (e.g. TB skin testing) within designated timeframe.
   2. By reporting all adverse events within a timely fashion.
   3. By actively participating in improving the systems and quality of care through critical self examination of care patterns.
II. A professional consistently transmits respect for peers and co-workers.

A. Respect for colleagues is demonstrated by maintaining effective communication.
   1. By informing primary care providers of their patient’s admission, the hospital content and discharge plans.
   2. By giving consulting physicians all data needed to provide a consultation.
   3. By keeping legible and up-to-date medical records, including dictating discharge summaries within approved hospital guidelines.
   4. By keeping all members of the care team, including non-physician professionals informed of patient plans and progress.
   5. By providing continuing verbal and written communication to referring physicians.
   6. By understanding a referring physician’s needs and concerns about his/her patients.
   7. By providing all appropriate supervision needed for those you are supervising, by informing and involving supervising faculty of any changes in patient status, and by providing informed and safe handoffs to colleagues who are covering your patients.

B. Respect for diversity of opinion, gender and ethnicity in the workplace.
   1. By maintaining a work environment that is free of harassment of any sort.
   2. By incorporating the opinions of all health professionals involved in the care of a patient.
   3. By encouraging team-based care.

Professional Conduct

Physicians need to develop habits of conduct that are perceived by patients as signs of trust. Every physician needs to practice sensitivity, compassion, integrity and professionalism and maintain patient confidentiality and privacy.

Under all circumstances, a patient’s dignity and respect must be maintained and, likewise, the dignity and respect of all healthcare providers must be acknowledged, promoted and maintained. 🆙