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SYSTEM POLICY

ORIGINATOR: Patient Affairs

SUBJECT: Methodist Healthcare - Organizational Code of Ethics

PURPOSE: To ensure that the business practices and personal ethics of Methodist Healthcare (hereinafter the "Organization") shall reflect the mission and further the strategic goals of the Organization.

GENERAL: The Organization is committed to providing the highest quality of services, professional competence and technologically efficient equipment and facilities consistent with the needs of the communities it serves. As a setting for the provision of health services, the Organization's leadership shall strive to provide and maintain an ethical framework of values which fosters understanding and respect for the rights and responsibilities of patients, their families, the Organization's medical staff and other caregivers and Associates who work within. The Organization's leadership is defined as the Governing Bodies of each of the Organization's corporate institutions, Administrative Staff and Physicians in appointed or designated leadership positions, Vice Presidents, Assistant Vice Presidents, Department Directors and Managers.

POLICY: The Organization, guided by its Leadership, will adhere by the following ethical principles:

- I. RESPECT FOR THE PATIENT
 - A. Recognize that care of the sick is our prime responsibility and strive at all times to provide the highest quality of care to those in need of health services.
 - B. All patients will be treated with dignity, respect and courtesy. Patients and/or their families will be involved in health care decisions to the extent that such is practical and possible. All patients should be informed about the therapeutic alternatives, benefits and the risks associated with the care they are seeking.
 - C. In all aspects of care, the patient's background, culture, religion and heritage will be considered and respected.
 - D. Patients will have the access to information to inform them of their rights and the various services available to assist them while they are being cared for by our institutions.

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- E. The Organization's Ethical Advisory Committee is available for consultation on ethical issues arising in the care of the patient. It's role includes providing education to care givers and patients on ethical issues in health care.
- F. Conflicts among caregivers and/or patients with respect to patient care decisions should be resolved fairly and objectively. Patient representatives will be available to assist or oversee resolution of the conflict. Other staff and second opinions will be involved as needed to pursue a mutually satisfactory resolution.

II. BUSINESS PRACTICES

- A. Patients and/or third parties will be billed only for services actually provided to patients, and assistance will be provided to patients seeking to understand the cost relative to their care. Every attempt should be made to resolve questions and objections to charges. Medicare compliance standards will be followed at all times. Should there be a question about a bill, the Patient Financial Services Department, working in conjunction with Patient Affairs and hospital/ service Administration, will review and consider making adjustments for, but not limited to the following:
 - 1. Incorrect charges
 - 2. Service conflicts involving the delivery of care
- B. Admission or access to medical services and transfer or discharge from hospital services will be provided in a non-discriminatory manner and will be based on the patient's needs.
- C. Patient information will not be shared in an unauthorized manner, sensitive information concerning personnel and management issues and the Organization's business operations will be maintained in the strictest confidence and utilized only by those individuals authorized to review and act upon such information.
- D. The Organization's purchases of material, supplies and services will be competitively priced whenever possible and purchasing decisions will not be influenced by personal relationships with suppliers.
- E. The Organization's advertising of its services will be conducted in a professional manner and will accurately

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reflect the types of services it offers to the community.

- F. Existing local, state and federal laws will be observed at all times.

III. THE ORGANIZATION'S RELATIONSHIP WITH ITS MEDICAL STAFF AND ASSOCIATES:

- A. Appropriate job enrichment, Associate Staff development and continuing education opportunities will be made available to promote recruitment and retention of Associates and to enhance the quality of care delivery and support services.
- B. Appropriate committees, task forces and other forums will be provided to facilitate interdepartmental collaboration on issues of mutual concern and requiring interdisciplinary input.
- C. The Organization's policies and procedures with respect to sexual harassment and other types of discrimination in the workplace are communicated to all Associates and Medical Staff members and will be strictly adhered to.
- D. Consideration and respect will be extended for the cultural, social and religious diversity of the Organization's Associates, Medical Staff members and others who work within the Organization.
- E. Medically necessary treatment and care will be determined by licensed practitioners in accordance with applicable standards of care and administered by the Organization's caregivers to all patients without regard to the compensation or financial arrangement among and between the Organization and its leaders and medical staff.
- F. Personal and professional relationships within the Organization will be conducted in such a way as to avoid conflicts of interest with the Organization's business operations.

IV. RELATED POLICIES, STATEMENTS AND PROCEDURES

Mission Statement

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Patient Information Guides
 Informed Consent Policy/Form
 Living Wills and Advance Directives Policy
 Sexual Harassment Policy
 Discrimination Policy
 Conflict of Interest Policy/Form
 DNR Policy
 Organ Procurement Policy
 Institutional Review Board Policy
 Employee Assistance Program
 Minority Development
 Solicitation of Competitive Bids
 Associate Rights
 Grievance Policy
 Media/Public Relations Policy
 Billing Policy
 Ethical Advisory Committee Policy

Approved:

 Chairperson
 Ethical Advisory Committee

 Chairperson
 Medical Executive Committee

 Chairperson, Board of Directors