

Code of Conduct



Patient FIRST – Safety & Quality Care

We will passionately provide excellent service with every interaction.

Service excellence means:



- Clear & professional communication
- Confidentiality
- Sincere concern for our patients' health & well being
- To go the extra mile to provide services to our patients, their families, and our colleagues

Staff Interactions

Your role, whether employee, independent contractor, or vendor, is to serve the needs of our patients and their family members. Maintaining a positive relationship with colleagues is crucial in achieving that goal.



EVERY role is valued and respected.

Your interactions should demonstrate:

1. Collaboration
2. Creativity
3. Transparency
4. Accountability
5. Respect



Confidentiality & Record Keeping

We will make every effort to abide by Federal and State laws, regulations and guidelines by:

- Recording information accurately
- Recording information timely
- Securing all records properly
- Handling records consistently



Ethical Business & Competitive Practices

We will not knowingly pursue any business opportunity that may represent illegal activity.

We will not solicit, accept, offer or pay bribes, kickbacks or other illegal incentives for the purpose of personal gain or inducing business for the Organization.



Gifts & Gratuities

Employees or their families must not gain personally from any transaction made on behalf of The Organization. This includes, but is not limited to:

- Kickbacks
- Rebates
- Money
- Food
- Entertainment
- Tickets or travel
- Any gift that exceeds \$10 per incident /\$100 accumulated annually.



Gifts from patients or customers are prohibited; individuals wishing to contribute should be referred to the Randolph Health Community Health Foundation.

Deficit Reduction Act & The Federal False Claims Acts

Whistleblower and Whistleblower Protection

The Federal False Claims Act and some State False Claim Acts permit private citizens with knowledge of fraud against the US Government or state government to file suit on behalf of the government against the person or business that committed fraud.

Individuals who file such suits are known as “qui tam” plaintiff or “whistleblower”. The law protects these employees against retaliation for investigating, filing or participating in a whistleblower action.

Non Retaliation

ANYONE

who honestly and in good faith,
reports suspected wrongdoing, will be
protected from retaliation.

Where can I report a compliance issue or ask a question?

- Contact the Corporate Compliance Officer via email or 336.633.7771
- Report anonymously or confidentially to the Compliance Help Line at **336.633.7724**

