Policy

Purpose: To set forth the code of ethics applicable to the operations of UK HealthCare hospitals.

Policy

The UK HealthCare has an ethical responsibility to the patients and communities it serves. The mission, vision, and values of UK HealthCare provide a framework for patient care and business practices. This code addresses ethical practices regarding marketing, admission, transfer, discharge, billing, and the resolution of conflicts. In addition, it addresses protection of the integrity of clinical decision-making.

This policy applies to all persons who represent UK HealthCare in their dealings with others, including governing board members, medical staff and other faculty, house staff, employees, contract providers, students, and volunteers.

Consistent with the mission and vision of the UK HealthCare, the UK HealthCare values:

1. Integrity, honesty, fairness, and ethical behavior in all that we do.
2. The constant pursuit of excellence and innovation.
3. The contribution of each employee in achieving our overall mission.
4. The right of each patient to choose the type and extent of care.
5. Caring and sensitivity in all patient interactions.
6. Responsible resource management.

7. Teamwork, cooperation, and flexibility.

8. Differences among people.

UK HealthCare’s core values are:

1. a sense of urgency

2. We will respond in a timely manner to exceed our customers’ expectations.

3. teamwork

4. We will work together in a cooperative and collaborative manner to achieve our common goals.

5. accountability

6. We accept the responsibility and outcomes for our decisions and actions.

7. innovation

8. We will create and use knowledge in new and different ways to continuously improve our services.

9. respect

10. We value the uniqueness and worth of each individual and will treat everyone with dignity.

Procedure

Patient Care

Patients are admitted, treated, discharged, or transferred based on their clinical needs and without regard to age, ancestry, color, disability, national origin, race, religious creed, sex, sexual orientation, veteran status, or ability to pay.

Patients and/or families are involved in all care-related decisions as much as possible. We inform all patients about the therapeutic alternatives and the risks associated with their care.

Information regarding diagnosis, prognosis, treatment and/or research options, and costs, delivered in language understandable to the patient, is fundamental for informed choice. UK HealthCare provides for the protection of those unable to be their own advocate as a result of incompetence or incapacity.

When an individual requests or presents for care, treatment, and services, UK HealthCare is professionally and ethically responsible for providing care, treatment, and services within its capability, mission, and applicable law and regulation. At times, indications for such care, treatment, and services can contradict the recommendations of an external entity performing a utilization review (for example, insurance companies, managed care reviewers, and federal or state payers). If such a conflict arises, care, treatment, service, and discharge decisions are made based on the patients’ identified needs, regardless of the recommendations of the external agency.
 Billing Practices

UK HealthCare engages in reasonable billing and collection practices that are compatible with generally accepted standards of ethical business practice and state and federal laws and regulations.

Qualified personnel are available to assist patients with questions and concerns related to billing issues.

Resolution of Conflict

We resolve all conflicts fairly and objectively. If mutual satisfaction cannot be achieved among the principal parties to a dispute, UK HealthCare will involve the patient representative, Risk Management, UK HealthCare administration, and/or the Ethics Committee for assistance and resolution (Hospital policy HP08-03, Patient Rights).

Confidentiality

Patient and other applicable information is not shared in an unauthorized manner. Sensitive information concerning personnel and management issues is maintained in the strictest confidence and utilized only by those individuals authorized to review and act upon such information. Governing board members, medical staff and other faculty, house staff, employees, contract providers, students, and volunteers control the formal and informal transmission of confidential information of any kind.

Research Programs

Through the activities of the Institutional Review Board (IRB), the integrity of research programs conducted within UK HealthCare is facilitated. Research efforts are free of fraudulent activity and scientific misconduct, and comply with federal, state, and/or local regulations governing the welfare and safety of human subjects and research personnel involved in the studies.

Conflict of Interest

Employee participation in any activity that may conflict with the purpose or objectives of UK HealthCare is prohibited.

Marketing

UK HealthCare fairly and accurately represents its care, treatment, and service capabilities to the public.

Contracting

Contracting decisions are based on established standards of ethical business practice and seek to maintain quality care in a cost-effective manner.

Corporate Compliance

All UK HealthCare employees are educated about and conform to the standards and procedures of the Corporate Compliance Program.
**Other External Relations**

In all interactions with representatives of external agencies (public or private), special interest groups, or the general public, UK HealthCare representatives practice honesty, make objective and fair representations, avoid conflicts of interest, and maintain confidentiality of information.

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<th>Persons and Sites Affected</th>
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<tr>
<td>☑ Enterprise ☐ Chandler ☐ Good Samaritan ☐ Kentucky Children’s ☐ Ambulatory ☐ Department</td>
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<tr>
<th>Policies Replaced</th>
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<tbody>
<tr>
<td>☑ Chandler HP01-02 ☐ Good Samaritan ☐ Kentucky Children’s CH</td>
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<td>☐ Ambulatory KC ☐ Other</td>
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<tr>
<th>Effective Date:</th>
<th>Review/Revision Dates: 7/2011</th>
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<td>Subject to further review.</td>
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**Approval by and date:**

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