

## **Appendix A—Physician Code of Conduct DeKalb Regional Health System**

### **Vision**

*In partnership with the best physicians, employees and volunteers, DeKalb Medical will be the healthcare provider of choice by delivering a superior patient experience every time.*

### **Mission**

*To earn our patients' trust every day, through our uncompromising commitment to quality.*

### **Values**

*I REACH: Integrity-Respect-Excellence-Accountability-Compassion-Helping Hands*

**Accountability Statement:** Adoption of this code of conduct will be a required part of the credentialing process. Physicians practicing at DeKalb Medical will be expected to hold themselves and each other accountable for using the code of conduct as a guide for all interactions with colleagues, staff, patients, and visitors to our hospitals. Non-adherence to the code of conduct will be addressed using physician behavior review and escalation processes already in place in case collegial confrontation does not work.

## **PHYSICIAN CODE OF CONDUCT**

### **Physician Interaction with Staff**

#### ***Physicians will:***

- Treat staff with dignity and respect.
- Work as team leaders in embracing the organization's values.
- Influence and communicate with others in a positive and collaborative way.
- Thank and recognize staff for their work.
- Educate and motivate rather than criticize.
- Avoid threatening and abusive language and behavior.
- Listen to the input of others and take action if necessary to implement change.
- Comply with regulatory guidelines to complete accurate, clear and sufficient documentation in a timely manner.
- Encourage staff to protect patient safety.

### **Physician Interaction with Colleagues**

#### ***Physicians will:***

- Be responsible, honest, trustworthy, ethical and accountable for their actions.
- Contribute to work groups in constructive ways and continuously support their colleagues' improvement efforts.
- Treat colleagues with dignity and compassion respecting differences in background, experience, culture, religion, and ethnicity.
- Communicate effectively and timely with colleagues to enhance continuity and quality of care.
- Foster the spirit of teaching and learning among colleagues.
- Not criticize the medical decisions of colleagues in the presence of patients, staff or in the medical record.
  
- Not access confidential patient information without a professional need to know.

### **Physician Interaction with Patients**

#### ***Physicians will:***

- Wear their DeKalb Medical ID badge visibly.
- Identify themselves and their roles to patients.
- Avoid the use of patients' first names without permission in addressing adult patients.
- Provide quality care with compassion, respecting cultural, religious, and social backgrounds of patients and their families.
- Be patients' advocates and put their best interests first.

- Involve patients and their families in making decisions about their own care.
- Respect patients confidentiality and share only necessary information.
- Take time to engage, listen and clearly explain all tests, procedures and treatments options to patients and families.
- Apologize for any behaviors that negatively impact patient care or team effectiveness.
- Be considerate of patients' time.

**Physician Support of the Organization**

***Physicians will:***

- Avoid making negative comments about the organization, medical staff or individual physicians on any social media platform, public forum, or to patients and visitors.

**Dress Code**

***Physicians will:***

- Always dress in a professional manner including making provisions to do so when called into the hospital on an emergency basis
- Wear a smile when appropriate and maintain a professional composure despite the stresses of fatigue, professional pressures, or personal problems.
- Avoid wearing clothing with names or logos of other hospital organizations when practicing at DeKalb Medical in order to prevent confusion.