

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.