

Code of Conduct

CARE EXCELLENCE

- Honoring resident rights
- Having zero tolerance for abuse and neglect
- Maintaining confidentiality, availability and integrity of all information created, generated & contained in our computer systems
- Completing accurate and timely documentation
- Creating a culture of continuous quality improvement in care and service
- Keeping appropriate records and complying with privacy laws
- Ensuring our workforce has appropriate experience and expertise to provide services
- Committing to comprehensive, medically needed services. The Medical Director will have oversight of physicians and other medical services

PROFESSIONAL EXCELLENCE

- Hiring the best-qualified employees regardless of race, color, age, religion, national origin, gender identity, sexual orientation or disability
- Committing to advancing, cultivating and preserving a culture of diversity, inclusion & belonging
- Conducting sanction screening regularly
- Creating a safe, ethical and comfortable workplace environment, including a workplace free of substance abuse
- Following the business courtesies and resident gifts policies
- Disclosing and appropriately managing conflicts of interest
- Appropriately using the organization's property, internet, EMR and software
- Being responsible as an organization to have honest and ethical vendor relations

REGULATORY EXCELLENCE

- Reporting concerns without fear of retaliation
- Committing to honest and ethical billing and communications
- Avoiding any kickbacks for referrals
- Avoiding inducements
- Respecting copyright laws
- Operating with standards of financial practices and controls
- Dealing fairly with all those with whom we come in contact
- Complying with HIPAA
- Voluntarily disclosing when we find we are out of compliance
- Cooperating with government investigations



Code of Integrity

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Code of Ethics

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STANDARDS OF *Community Excellence*

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