

# MaineGeneral Health Code of Ethical Conduct



Dear Fellow Employee,

Every day, we touch the lives of the people in our community through the health care we provide, which I view as not only a great privilege, but also a great responsibility. Just as we take pride in our reputation as an organization that provides outstanding and compassionate health care, we are equally proud of our commitment to legal and ethical conduct.

This Code of Ethical Conduct applies to everyone who is a member of the MaineGeneral Health family, including members of the Board of Directors, employees, consultants, clinical staff, residents, students and volunteers. Please review the Code carefully and become familiar with its guiding principles. Each of us is responsible for upholding these core values, without exception. If you have any questions about the Code, please contact your supervisor or the Chief Compliance Officer.

Sincerely,

Nathan Howell  
President & CEO, MaineGeneral Health  
& MaineGeneral Medical Center

## Core Compliance Principles

- Honest and ethical conduct
- Compassionate caregiving
- Dedication to professional excellence
- Teamwork
- Adherence to laws, regulations and policies
- Respectful environment
- Enforcement of standards for criminal or inappropriate conduct
- Effective communication

## Our Code

This Code of Ethical Conduct has been created for the benefit of the entire MaineGeneral Health family. It exists in addition to the requirement that we follow the laws, policies, procedures, bylaws and rules that guide our work.

If it concerns you, it concerns us.

## MaineGeneral Health Compliance Helpline

621-9350

You may report anonymously

Compliance is everyone's responsibility.



MaineGeneral Health  
MaineGeneral Medical Center  
MaineGeneral Rehabilitation & Long Term Care  
MaineGeneral Retirement Community  
MaineGeneral Community Care

MaineGeneral does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or religion.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 207-248-5290

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (207) 248-5290; TTY: 711.

07-2023

# MaineGeneral Health Code of Ethical Conduct



A commitment to integrity in our workplace

# Core Compliance Principles

## Honest and ethical conduct

### **Compliance with highest ethical standards.**

We are committed to maintaining the highest ethical and professional standards and to acting with integrity in all of our activities. We pledge to treat our patients, visitors and fellow workforce members with courtesy, dignity, honesty and respect.

### **Avoid conflicts of interest.**

As members of the MaineGeneral Health workforce, we agree to:

- faithfully and honorably carry out our duties;
- avoid conflicts between our personal interests and our official responsibilities;
- refrain from using any position within MaineGeneral Health for personal gain or benefit;
- report, in good faith, actual or potential conflicts of interest; and
- avoid not only actual conflict but also any appearance of a conflict of interest.

## Compassionate caregiving; Dedication to professional excellence Teamwork

### **Compliance with the highest standards of patient care.**

As members of the MaineGeneral Health workforce, we are dedicated to providing the highest-quality care and service to our patients, their families and the communities we serve. All patients must be treated with compassion and concern, and all care must be reasonable, necessary and appropriate to the situation and only provided by duly qualified personnel. We agree to properly screen and treat emergency patients in accordance with EMTALA regulations.

Teamwork is one of the keys to providing excellent patient care, and is essential to maintaining an effective compliance program. We all must work together as a team to help MaineGeneral Health provide thorough, compassionate health care services in a lawful and ethical way.

## Adherence to laws, regulations, policies

### **Compliance with legal requirements.**

We must become familiar with, and abide by, the letter and the spirit of the laws and regulations that apply to our positions and duties at MaineGeneral Health. If we are concerned about a mistake or have a question about the appropriateness of an action or inaction, we should speak to a supervisor, administrator or the Chief Compliance Officer. When in doubt, ASK!

### **Fairness - Conducting business practices with honesty and integrity.**

We are expected to conduct all business with patients, payers, grantors, vendors, competitors and the academic and research community with honesty and integrity. Among other requirements, we are expected to adhere to all laws that prevent bribes or kick-backs, wrongful referrals, price fixing and improper sharing of competitive or protected information. All purchases of supplies and services must come from qualified sources and may not personally benefit an employee. We agree not to view or share protected business information unless it is part of our work.

### **Creation, maintenance and preservation of accurate records.**

We understand that our records, documents and claims must be accurate, complete and in compliance with institutional and governmental requirements. We bill only for services actually provided and medically necessary, which are supported by required documentation. All bills must conform to applicable legal and payer requirements.

### **Compliance with environmental and occupational safety regulations.**

We comply with the health and safety laws, regulations, policies and procedures that govern and protect all persons who come in contact with MaineGeneral Health facilities or personnel. We comply with all environmental laws, regulations, licenses, permits, approvals, storage and disposal requirements for any toxic or biohazardous materials.

## Respectful environment Standards will be enforced in response to criminal or inappropriate conduct

### **Respect for patient privacy.**

Just as we respect the integrity of each patient we serve, we also respect the privacy of each patient's personal and health care information. We comply fully with state and federal confidentiality rules; we do not publicly discuss patient information that we learn from our work; we never view patient information, either on paper or by computer, unless it is actually necessary for accomplishing our job.

### **Respect for the rights and dignity of employees, patients and others.**

We are expressly prohibited from discriminating, harassing or harming anyone on the grounds of race, color, religion, sex, sexual orientation, including transgender status and gender expression, marital or parental status, national origin, citizenship status, age, disability, genetic information, or veteran status in employment, provision of health care services and all other programs and activities.

### **Maintenance of a drug-, alcohol- and smoke-free workplace.**

The illegal use, sale, purchase, transfer, possession or presence in one's system of alcohol and/or illicit drugs, as well as the smoking of any substance on the campus of any MaineGeneral Health facility, is strictly prohibited.

## Effective communication

### **Honest, open conversations regarding crucial concerns.**

Honest communication with colleagues and supervisors is critical to effective teamwork and to helping maintain MaineGeneral Health's excellent reputation in the community as an organization with integrity. To that end, members of the MaineGeneral Health family are encouraged to discuss concerns with colleagues, supervisors, administrators, and the Chief Compliance Officer.

### **Reporting violations of this Code; promise of no retaliation; enforcement.**

Open communication applies to our compliance concerns as well as to our day-to-day work responsibilities. Each of us is expected to uphold this Code of Ethical Conduct and report any suspected violation to a supervisor, a Chief Compliance Officer, the Human Resources Department, Privacy Officer or the MaineGeneral Health Compliance Helpline at [621-9350](tel:621-9350).

It is a violation of this Code of Ethical Conduct and the MaineGeneral Compliance Program to retaliate or take any adverse action against anyone making a good-faith report of a concern or potential compliance violation, whether or not the report is proven after investigation.

A report may be made anonymously (by mail or to the Compliance Helpline). MaineGeneral Health, if requested, will make every reasonable effort to keep confidential the identity of anyone reporting a suspected violation, to the extent permitted by law.

Reports of suspected violations will be investigated by authorized personnel. Each of us is expected to cooperate fully with any investigation undertaken. Violations of this Code of Ethical Conduct may lead to disciplinary action, up to and including termination.