

Doing the Right Thing Right Pacific Medical Centers (PacMed) Code of Conduct

TABLE OF CONTENTS

LEADERSHIP MESSAGE	3
WHY WE HAVE A CODE OF CONDUCT	5
HOW SHOULD I USE THE CODE OF CONDUCT?	5
INTEGRITY AND COMPLIANCE	6
Our Commitment	7
Reporting a Concern	7
Confidentiality of Reports	8
Retaliation Will Not Be Tolerated	8
Corrective Action	8
Employee/Caregiver Responsibilities	8
Leadership Responsibilities	8
PATIENT STANDARDS	9
Quality of Care and Patient Safety	10
Community Benefit	10
Disruptive Behaviors	10
Patient Rights	11
Patient Information and Privacy	11
Questions to Ask Yourself to Ensure You Are Protecting Patient Privacy	11
Best Practices for Safeguarding Patient Information	12
LEGAL AND REGULATORY COMPLIANCE	13
Licensure, Certification and Excluded Individuals	14
Fraud, Waste and Abuse and False Claims	14
Referrals	14
Key Principles	15
Gifts and Entertainment	15
Conflicts of Interest	15
Lobbying and Political Activities	16
Antitrust	16
Contact by Government Investigators	17
WORKPLACE ENVIRONMENT STANDARDS	18
Protecting Employee/Caregiver Information	19
Discrimination, Harassment and Workplace Violence	19
Health and Safety	19
Stewardship of PacMed Resources	19
BUSINESS AND FINANCIAL INFORMATION	20
Security, Confidential Information and Electronic Media Use	21
Security Best Practices	21
Social Media Use	22
Records Accuracy and Retention	22
GLOSSARY OF TERMS	23
FOR MORE INFORMATION	24



PACMED REPORTING OPTIONS:

1 Contact your immediate supervisor 2 department manager 3 compliance and privacy representative or manager 4 Call the 24/7 Integrity Hotline at (888) 294-8455



LEADERSHIP MESSAGE

Dear Colleague,

As caregivers of our communities, the people we serve place an enormous amount of trust in us. Our Code of Conduct is an important part of our commitment to integrity in all of our interactions with the community and represents our values in action.

As an organization we are responsible – individually and collectively--for managing our business in line with our mission: to provide respectful, high-quality, patient-focused health care to each person and to the communities we serve. We must also make decisions that are ethical and reflect our values of Integrity, Compassion Stewardship and Respect in each of our interactions.

We ask each and every person at PacMed to honor our tradition of integrity and honesty in their dealings with our communities. That's the purpose of our Compliance Program. It ensures we are following the ethical commitments, laws, rules and regulations that govern our business conduct, and it helps to discourage, prevent and identify violations.

Our Code of Conduct explains the expectations we have of our employees/caregivers and the critical importance of being honest and just in all our interactions with our patients, colleagues, payers and vendors. It also details how to report a violation or concern about potential illegal or inappropriate actions.

Please review this Code of Conduct thoroughly and discuss any questions you may have about these standards with your supervisor. Every person at PacMed is expected to take an active part in maintaining the integrity and compliance of our campuses. Thank you for your participation and your commitment to PacMed and the patients and communities we serve.

Rod Hochman, MD
President & CEO

Linda A. Marzano, RN, MHA
Chief Executive,
Pacific Medical Centers

MISSION

To advocate, educate and provide extraordinary care.

VISION

To partner with individuals and communities to achieve their best health.

PROMISE

Simply the right care.

VALUES

Integrity in our delivery of reliable, professional and responsible health care every time.

Compassion for those we serve and for each other.

Stewardship of our human, environmental, financial and community resources.

Excellence and continuous learning.

Respect for our patients and team members.

PACMED REPORTING OPTIONS:

1 Contact your immediate supervisor 2 department manager 3 compliance and privacy representative or manager 4 Call the 24/7 Integrity Hotline at (888) 294-8455

WHY WE HAVE A CODE OF CONDUCT

At PacMed, we are committed to “doing the right thing right” and conducting ourselves with the utmost integrity. The success of PacMed and our commitment to being the best place to receive care, the best place to work and the best place to practice depends on us building honest and trusting relationships with our fellow employees/caregivers, business partners, regulators and the communities we serve. To achieve our mission, we commit to conducting all business activities in an honest, fair and ethical manner.

In today’s operating environment, the rules that govern business practices are more demanding than ever, and require us to keep integrity at the core of all we do in advancing our mission. It requires a commitment from each of us to conduct our business honestly and ethically regardless of the situation.

The Mission and our values provide guidance and inspiration as we make sound, ethical choices to deliver quality care and services while meeting our organizational goals. The PacMed commitment to integrity is a vital part of who we are and our long tradition of striving to improve the health and well-being of each person we serve.

The PacMed Code of Conduct provides us with a set of standards that guides our decision-making and our commitment to “doing the right thing right.” This means conducting our business within appropriate ethical, legal and regulatory standards, and complying with PacMed policies and standards.

In addition to the Code of Conduct, there are system, organization, service line and institutional policies, procedures and standards that may apply to your work. Copies of these can be obtained through your supervisor, manager or the PacMed Intranet (The Pac). This Code of Conduct and certain compliance policies are also available on the PacMed public internet site; pacificmedicalcenters.org.

HOW SHOULD I USE THE CODE OF CONDUCT?

The PacMed Code of Conduct asks you to reflect on our mission and values as you apply ethical and legal standards to your work. Our Code of Conduct helps you answer these questions:

- Are my actions and decisions consistent with PacMed’s mission?
- Am I supporting the spirit, as well as the letter, of laws, regulations, policies or standards?
- Can I explain my actions or decisions without embarrassment to family, friends, co-workers, students or patients?
- Would my behavior harm PacMed’s reputation in the community or as clinic focused on health care, education and those in need?
- Who should I contact if I believe a violation has occurred?
- What do I do if retaliation occurs when I raise a concern?
- Who can help me if I still have questions?
- How do I contact my compliance and privacy representative?





INTEGRITY AND COMPLIANCE

We communicate openly and we act with integrity.

PACMED REPORTING OPTIONS:

- 1 Contact your immediate supervisor
- 2 department manager
- 3 compliance and privacy representative or manager
- 4 Call the 24/7 Integrity Hotline at (888) 294-8455

Our Commitment

PacMed is committed to acting with integrity in all we do. We require compliance with laws and regulations, this Code of Conduct, and policies and standards. Our Compliance Program applies to employees/caregivers; members of our system, community and foundation boards; volunteers; trainees; independent contractors; and others under the direct control of PacMed. Where PacMed has a majority or controlling ownership interest in an entity, PacMed expects that entity to have a compliance program and set of standards substantially similar to those established in this Code of Conduct.

The audit and compliance committee of the System Board provides oversight and direction for the Compliance Program. Providence St. Joseph Health's senior vice president/chief risk officer serves as chief compliance officer.

Compliance offices at PacMed and Providence St. Joseph Health (PSJH) are responsible for the day-to-day direction and implementation of the Compliance Program. This includes developing resources (policies, procedures, education programs and communication tools) and providing support (managing the PacMed Integrity Hotline and other reporting mechanisms, conducting program assessments and providing advice).

Human resources staff is also highly knowledgeable about many of the employment and workplace compliance-risk areas described in this Code of Conduct. You are encouraged to report any concerns about your work situation to human resources staff. PacMed Compliance professionals work closely with human resources to investigate and resolve matters relating to employment and workplace situations.

Reporting a Concern

PacMed expects that integrity, compliance or legal concerns will be reported immediately. Each PacMed workforce member has a responsibility to report any activity that appears to violate laws, rules, regulations, standards, federal health care conditions of participation or this Code of Conduct.

If you have a concern that you believe poses a serious or immediate compliance risk that can significantly affect licensure, reimbursement, accreditation or may lead to a major legal claim, report these concerns either directly to Information Security or your compliance office. Numbers are listed on the back cover. Potential, suspected, or actual breaches of confidentiality (HIPAA privacy and security) must be immediately reported to the Information Security or to your compliance office. Safety of our patients and employees/caregivers is of paramount importance to PacMed and any safety concerns you have should be reported using our organization's procedures or any of the following four options.

Other integrity, compliance and legal concerns are reported using any of the following four options:

1. Discuss the matter or concern with your immediate supervisor.
2. Discuss the matter or concern with the department manager.
3. Contact your compliance or privacy representative.
4. Call the 24/7 PacMed Integrity Hotline at 888-294-8455 or use Integrity Online, our Web-based reporting option (<https://secure.ethicspoint.com/domain/media/en/gui/39016/index.html>). You may report concerns anonymously.

If you have tried any of the first three options without success or you feel uncomfortable contacting these people call the PacMed Integrity Hotline or use Integrity Online.

The PacMed Integrity Hotline and Integrity Online are answered by a third-party company which sends all reports to the PacMed compliance office for investigation. Reporters receive a tracking number to enable them to retrieve information about the status of their report.

If you report a concern anonymously, it is important to clearly describe the situation, provide a clinic or site location and give enough detail so that your concern can be properly investigated and resolved. We may not be able to investigate your concern if you do not provide us with enough factual information.

Confidentiality of Reports

We make every attempt to protect the confidentiality of information provided in connection with a reported concern, to the extent allowed by law, unless maintaining confidentiality could create a significant health or safety risk, or could significantly impair PacMed's ability to conduct a complete investigation.

Retaliation Will Not Be Tolerated

PacMed prohibits any retaliation directed against a PacMed workforce member for reporting a concern in good faith or assisting in the investigation of a concern. A senior leader, executive leader, core leader, employee/caregiver or other workforce member who engages in retaliation or harassment – directed at a person who raises a concern, is believed to have raised a concern or assists in an investigation – is subject to disciplinary action in accordance with PacMed policy.

If you believe that retaliation or harassment is occurring, report it to human resources, your compliance representative or to the PacMed Integrity Hotline at 888-294-8455.

Corrective Action

Where an internal investigation substantiates a reported violation, PacMed will initiate corrective action, including, as appropriate, refunding overpayments, notifying the appropriate government agencies, taking disciplinary action and/or implementing other corrective actions designed to prevent a similar violation from occurring in the future.

Employee/Caregiver Responsibilities

- Follow the PacMed Code of Conduct.
- Perform your job duties in accordance with all federal and state laws or regulations that apply.
- Participate in Compliance Program training and job-specific compliance education or departmental training as necessary for your job duties.
- Report all concerns or alleged violations promptly.
- Keep information obtained at PacMed confidential.
- Whenever you are in doubt about something, ask questions.

Leadership Responsibilities

- Support the PacMed commitment by upholding our mission, vision and values.
- Model ethical behavior and foster a culture of transparency by listening and being receptive to workforce members' and others' concerns about compliance-related matters.
- Ensure that written compliance policies and procedures specific to your department are developed and followed.
- Provide employees/caregivers with initial and continuing compliance education and document that education.
- Monitor and ensure compliance with the Code of Conduct, PacMed policies and standards, and federal and state laws and regulations.
- Take appropriate corrective or disciplinary action to resolve matters when necessary.
- Prevent retaliation against any employee/caregiver who reports, supplies information about or assists in an investigation into an integrity or compliance concern.

PACMED REPORTING OPTIONS:

1 Contact your immediate supervisor 2 department manager 3 compliance and privacy representative or manager 4 Call the 24/7 Integrity Hotline at (888) 294-8455



PATIENT STANDARDS

We nurture the physical and emotional well-being of one another and those we serve.

 For contact information, see **For More Information** on the back cover.

Quality of Care and Patient Safety

At PacMed, we define quality as the degree to which health services increase the likelihood of desired outcomes and are consistent with professional knowledge. We believe all health care should be:

- Safe, to avoid injuries to patients from the care that is intended to help them
- Timely, to reduce waits and potentially harmful delays for those who receive care
- Effective, in that we match care to science to provide appropriate care
- Efficient, by avoiding waste in order to maximize value
- Equitable, to ensure care does not vary in quality, regardless of patient characteristics
- Patient-and family-centered, to honor the individual and respect choice

We are committed to providing the best care and service at every patient encounter. Quality and safety plans are established throughout PacMed. These plans are centered on meeting or exceeding national standards for quality care and patient safety, which is essential to providing the best care every time.

Community Benefit

We provide services and programs for those who cannot afford care and experience difficulty in accessing health care through a wide variety of community benefit programs. Community benefit includes charity care, the unpaid costs of government-sponsored health care programs, community health services, health professional education, and subsidized health services.

Disruptive Behaviors

Our value of respect leads us to nurture the physical and emotional well-being of those we serve. We apply this value to our work with each other and to the care and service we provide to those we serve.

In keeping with this value, workforce members, medical staff members and allied health professionals are expected to treat others with respect and courtesy, and to conduct themselves in a professional manner. Expected behaviors that contribute to a positive patient care and work environment include:

- Speaking in a respectful manner to patients, families, nurses, physicians, clinic personnel and others in private and public places;
- Responding to requests for information in a timely and supportive manner whether related to clinical care delivery, collegial and professional interactions, or to patients and families;
- Handling conflicts, disagreements and other differences of opinion in appropriate settings and through appropriate administrative channels;
- Offering constructive feedback to improve patient care and operations; and
- Practicing in a manner consistent with medical staff bylaws and regulations.

Disruptive behavior is a style of interaction between workforce members, physicians, patients, family members, or others that interferes with patient care. Examples of disruptive behaviors may include, but are not limited to:

- Threatening or abusive comments;
- Profanity or similarly offensive language;
- Demeaning behavior such as name-calling;
- Criticizing other employees/caregivers in front of patients or other employees/caregivers;
- Racial or ethnic jokes or comments;
- Inappropriate physical contact, sexual or otherwise;

PACMED REPORTING OPTIONS:

1 Contact your immediate supervisor **2** department manager **3** compliance and privacy representative or manager **4** Call the 24/7 Integrity Hotline at (888) 294-8455

- Sexual comments or innuendo;
- Refusal to cooperate with other workforce members or medical staff members; and
- Refusal to abide by our organization's policies, rules and all state and federal laws and regulatory requirements or to perform patient care responsibilities.

Patient Rights

We inform our patients of their rights. We expect the people of PacMed to uphold and respect these rights.

Each PacMed patient is provided with a written statement of their rights and a notice of privacy practices. These statements include the rights of a patient to make decisions regarding their medical care, the right to refuse or accept treatment, the right to informed decision-making and a patient's rights related to his or her health information maintained by PacMed.

Patient Information and Privacy

PacMed treats the protected health information (PHI) of patients with special care. There are numerous federal and state laws that protect the privacy and security of a patient's information, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH).

We collect PHI to provide quality care and service and will protect access to this information whether it is contained in a computer system, medical record or other documents. Consistent with HIPAA and applicable state laws, we do not access, use, disclose or discuss patient-specific information with others unless it is necessary to serve the patient or complete our job duties, is required by law or the patient/authorized representative has authorized the release. If you use or disclose PHI inappropriately, you may be subject to PacMed's corrective actions policy. You may also face potential fines from the government and/or jail time.

Questions to ask yourself to ensure you are protecting patient privacy

- Do I have a need to know this information as part of my job?
- Can I get my job done without reviewing all of the patient's information?
- Do I understand the policies and procedures that apply to this information?
- Do I avoid sharing this information in public, including other public venues such as social networking sites?
- Do I protect this information from being viewed or seen by others?
- Have I properly disposed of the patient's information?
- And finally, if I am unsure about accessing information, do I get guidance from my manager, the PacMed privacy officer, or the information security officer?

PacMed workforce members will not access, use or disclose PHI in a manner that violates the privacy rights of our patients. Under our privacy policies and procedures, no one has a right to access PHI other than the minimum information necessary to perform his or her job.

Report suspected theft, loss or inappropriate uses or disclosures of PHI immediately to Information Security at 206-621-4042, the PacMed compliance office, Providence St. Joseph Health compliance office or the PacMed Integrity Hotline at 888-294-8455.

Consult our privacy and security policies and procedures for further information on how to safeguard confidential information and PHI. You may also contact the PacMed compliance office or Providence St. Joseph Health compliance office with questions.

Best Practices for Safeguarding Patient Information

- Do not leave patient information showing on computer screens. Lock your screen or log off your workstation when away.
- Do not leave charts or other confidential information open and visible on desks or counters.
- Shred printed documents containing patient data when you are done with them or place in designated **secure** shred bins.
- Use the minimum necessary information for payment and operations purposes.
- Avoid patient-related discussions in public areas and on social networking sites.
- Avoid informal or casual discussions of patient situations that are not directly related to care.
- Do not leave voice or phone messages containing sensitive information.
- Avoid inadvertent disclosures by taking special care in situations that are not private.
- Follow secure email and fax policies for transmitting PHI and only send to those with a need to know.
- Double-check fax numbers to ensure a fax is directed to the correct recipient. If a fax is sent in error, immediately contact the recipient and request destruction or return of the fax.
- Do not take patient data off-site, except as necessary and in accordance with PacMed and department policies.
- Never leave patient data, whether stored on an electronic device or on paper, in an unattended vehicle. It must always be in the possession of a PacMed employee/caregiver or agent, or in a secure location.



PACMED REPORTING OPTIONS:

1 Contact your immediate supervisor 2 department manager 3 compliance and privacy representative or manager 4 Call the 24/7 Integrity Hotline at (888) 294-8455



LEGAL AND REGULATORY COMPLIANCE

We set the highest standards for ourselves and for our organization.

 For contact information, see **For More Information** on the back cover.



Licensure, Certification and Excluded Individuals

PacMed verifies the qualifications of health care professionals who treat our patients. PacMed requires health care professionals to follow all applicable licensing, credentialing and certification requirements.

Federal and state laws prohibit PacMed from employing or contracting with organizations or any individual who has been excluded from participation in government programs. We regularly review published information to check for excluded organizations and individuals. While individuals are excluded, they cannot be a PacMed employee/caregiver, provider, volunteer or vendor.

PacMed will not bill for services ordered, rendered or supervised by an organization or individual that is excluded, suspended, debarred or ineligible to participate in a federal health program, or has been convicted of a criminal offense relating to the provision of health care items or services and has not been reinstated in a federal health care program.

Workforce members are required to notify human resources, the PacMed compliance office or Providence St. Joseph Health compliance office if they receive notice that they will be or have been excluded from participation in any federal or state program.

Fraud, Waste and Abuse and False Claims

The services provided by PacMed are governed by a variety of federal and state laws and regulations. These laws and regulations cover subjects such as false claims, illegal patient referrals, providing medically unnecessary services, violations of Medicare's Conditions of Participation, and submitting inaccurate cost reports. PacMed is committed to full compliance with these laws and regulations.

PacMed expects that those who create and file claims for payment to Medicare, Medicaid and other payers will file claims that are accurate, complete and represent the services actually provided. Billing for clinical trials will follow clinical trial billing protocols and will be submitted in accordance with federal requirements.

The following principles guide our compliance:

- Charges will be submitted only for services or supplies that are provided to the patient and are accurately and completely documented in the medical record or other supporting documentation.
- Charges will accurately represent the level of service provided to the patient.
- Only those services that are medically necessary and are supported by valid orders will be submitted for payment to Medicare, Medicaid and other payers.
- Under no circumstances will charges or codes be purposely selected to improperly increase the level of payment received.
- Overpayments will be reported and refunded as required by law.
- Cost reports will be accurate and filed in a timely manner.

PacMed monitors billing, coding and cost reporting to detect errors and inaccuracies. If you have concerns about coding and billing, report your concern to your supervisor and your compliance office or to the PacMed Integrity Hotline.

Referrals

Federal and state Anti-Kickback Statute and the federal Stark Law apply to relationships between hospitals and physicians. We structure our relationships with physicians to ensure compliance with these laws, with our policies and procedures, and with any operational guidance that has been issued.

PACMED REPORTING OPTIONS:

- 1 Contact your immediate supervisor 2 department manager 3 compliance and privacy representative or manager 4 Call the 24/7 Integrity Hotline at (888) 294-8455

Key Principles

- **We do not pay for referrals.** We accept patient referrals solely on the patient's medical needs and our ability to render the needed services. We do not pay or offer to compensate in any fashion anyone for the referral of patients. For example, we would not offer discounted rent or free office space to a physician.
- **We do not accept payments for referrals we make.** No person acting on behalf of PacMed may solicit or receive anything of value, directly or indirectly, in exchange for the referral of patients. When we make patient referrals to another health care provider, we do so based on the best interest of the patient and we do not take into account the volume or the value of referrals that the provider has made or may make to PacMed.

If you have questions about a physician relationship, contact the Department of Legal Affairs directly or the PacMed compliance office.

Gifts and Entertainment

Accepting gifts and offers of entertainment creates a risk that our judgment and decisions can be influenced. In some cases, acceptance of gifts and entertainment may be considered a violation of federal and/or state laws. Any gift, regardless of value, may not be accepted if the circumstances surrounding the giving and receipt of the gift indicate the intent to influence your behavior or decision-making.

PacMed's reputation is based on its commitment to integrity in the delivery of quality patient care and other services. For this reason, PacMed employees/caregivers are expected to keep relationships with patients and their family members, vendors, non-employed physicians and their offices, and other third parties impartial, and avoid accepting gifts or other items of value.

You may accept a gift of nominal value from another staff or medical staff member if shared among employees/caregivers within your department or clinic. Common examples might include a fruit basket or box of chocolates.

Contact the PacMed compliance office for questions on gifts. You may also direct anyone offering a gift to the PacMed compliance office at 206-621-4678.

Conflicts of Interest

Conflicts of interest occur when personal interests or activities influence or appear to influence our actions and decisions. They also occur when you allow another interest to be more important to your decisions than the interests of PacMed and its patients and customers.

As PacMed workforce members, we must avoid activities and relationships that may impair our independent judgment and unbiased decision-making. We do not use our positions for personal gain or advantage, or to assist others, including family members, in profiting in any way at the expense of PacMed.

Conflicts of interest may arise from many sources including, but not limited to, financial interests of yourself or a family member; service, employment or consulting arrangements with a PacMed competitor; the receipt of gifts from vendors or others with whom we do business; or use of PacMed resources to benefit an outside interest or your own personal interests.

Our Conflicts of Interest policy provides additional guidance to directors, officers, senior managers, and other key employees/caregivers. These individuals are required to complete and submit a conflict of interest disclosure form annually. Other workforce members are required to disclose – to their immediate manager, to their compliance manager or Providence St. Joseph Health compliance office – any real or potential conflicts of interest prior to making any decision or taking any action that is or may be affected by the conflict. The interest must also be disclosed in writing by submitting a conflict of interest form.

Potential conflicts of interest are reviewed and acted on as required. Contact the PacMed compliance office or Providence St. Joseph Health compliance office if you have a question about a conflict of interest.

Lobbying and Political Activities

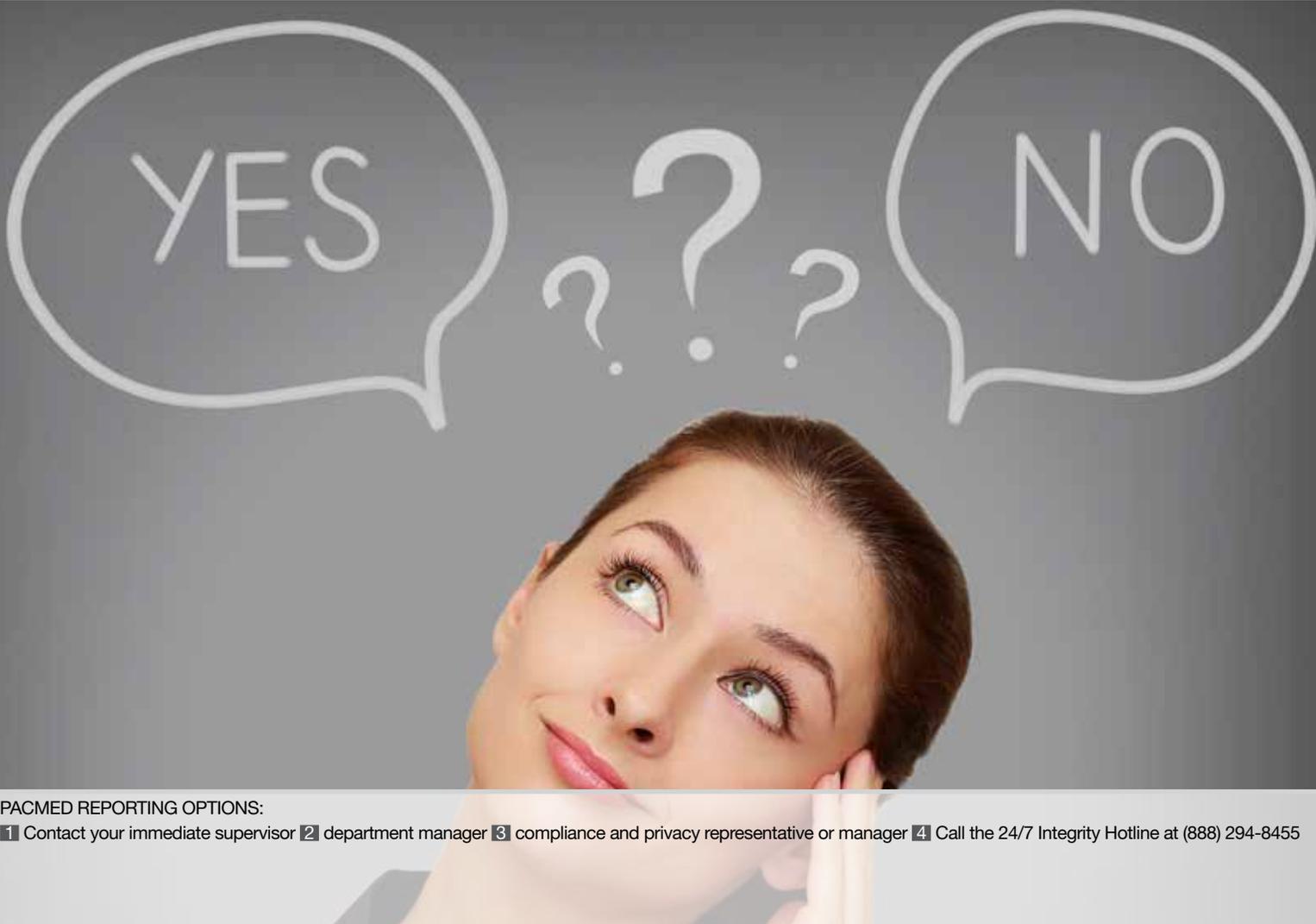
As a tax-exempt organization, PacMed follows current legal and regulatory requirements for all lobbying and political activities and all federal lobbying activities must be coordinated through the Department of Government and Public Affairs. PacMed will not participate or intervene in any political campaign for or against a candidate for public office. PacMed employees/caregivers may not engage in political activities on company time, but may do so on their own time. Likewise, they may not use PacMed's email system to support political activities. Employees/caregivers with questions about lobbying or political activities are advised to contact the Department of Legal Affairs.

Note: PacMed employees/caregivers may support candidates or campaigns as private individuals on their own time, using their own money and resources.

Antitrust

Antitrust laws preserve and protect competition in goods and services. Antitrust violations are serious and may result in criminal charges, substantial fines and imprisonment. PacMed will not engage in conduct that is illegal under antitrust laws. Examples of conduct prohibited by the laws include (1) agreements to fix prices, bid rigging, collusion (including price sharing) with competitors; (2) boycotts, certain exclusive dealing and price discrimination agreements; and (3) unfair trade practices including bribery, misappropriation of trade secrets, deception, intimidation and similar unfair practices.

Antitrust is a complex area. If you have any questions or concerns about whether a practice may raise antitrust concerns, contact the Department of Legal Affairs.



PACMED REPORTING OPTIONS:

1 Contact your immediate supervisor 2 department manager 3 compliance and privacy representative or manager 4 Call the 24/7 Integrity Hotline at (888) 294-8455

Contact by Government Investigators

PacMed is committed to responding appropriately to, and not interfering with, any lawful government inquiry, audit or investigation. If you are contacted by a government investigator with a request for information, please follow these steps:

1. If contacted in person, ask the investigator(s) for identification and note the name, title and office location. If contacted by telephone, ask for and note the name, title, office location and a return phone number for the caller.
2. Contact your supervisor and your compliance office or the Department of Legal Affairs as soon as possible.
 - You are not required to follow this procedure before participating in a government investigation concerning the terms and conditions of your employment consistent with state and federal laws.

A government investigator may ask you to participate in an interview. You are free to do so, but are under no obligation to do so. If you do grant an interview to a government investigator, you should be aware that anything you say can be used against you in a criminal prosecution or in a civil enforcement proceeding. This is true regardless of whether the officer gives you any Miranda warnings. You may also request that legal counsel be present before you talk with any investigator.

If the investigating officer asks you to participate in an interview, and you would like to do so but would like legal counsel to be present at the interview, we will make counsel available for that purpose – free of charge to you. Contact the Department of Legal Affairs.



WORKPLACE ENVIRONMENT STANDARDS

We strive to care wisely for our people, our resources and our earth.

PACMED REPORTING OPTIONS:

- 1 Contact your immediate supervisor
- 2 department manager
- 3 compliance and privacy representative or manager
- 4 Call the 24/7 Integrity Hotline at (888) 294-8455



Protecting Employee/Caregiver Information

During the hiring process, PacMed collects personal information about employees/caregivers. To protect our employee/caregivers' personal information and right to privacy, PacMed will:

- Take measures to safeguard personal information;
- Protect the confidentiality of personal information when dealing with third parties; and
- Restrict access to such information to the employee/caregiver and those with a legitimate business or legal need.

Discrimination, Harassment and Workplace Violence

PacMed is committed to maintaining a workplace free of discrimination, harassment, violence, bullying and other abusive conduct.

Harassment includes unsolicited remarks, gestures or physical contact, displays or circulation of written materials or pictures derogatory to any protected group (i.e., based on gender, race, ethnicity, religion, sexual orientation, disability, etc.). This list is not all-inclusive.

Bullying is the process of intimidating or mistreating somebody weaker or in a more vulnerable situation.

No form of harassment or workplace violence will be tolerated. Any such conduct is prohibited and will result in disciplinary action, up to and including dismissal.

Our employees/caregivers should promptly report any incident of discrimination, harassment, workplace violence, bullying or other abusive conduct to his or her supervisor, human resources, PacMed compliance office or to the PacMed Integrity Hotline.

Health and Safety

PacMed clinics comply with government regulations. Our policies and practices also promote the protection of workplace health and safety. We share a responsibility in understanding how these policies and practices apply to our job responsibilities and we seek advice when we have a question or concern.

We have an obligation to report any serious workplace injury or any situation presenting a danger of injury, so timely corrective action may be taken to resolve the matter. Employees/caregivers should report injuries according to our organization's policies.

Stewardship of PacMed Resources

PacMed is committed to effective stewardship of its resources in support of its patient care and other organizational goals. Our assets should only be used for legitimate business purposes. Incidental and minor personal use of computers is permitted provided such use is not for personal financial benefit or gain, and does not interfere with your job or the ability of others to do their jobs. If you have a question about the use of PacMed resources, contact your supervisor for guidance.



BUSINESS AND FINANCIAL INFORMATION

We strive to transform conditions for a better tomorrow while serving the needs of today.

PACMED REPORTING OPTIONS:

1 Contact your immediate supervisor 2 department manager 3 compliance and privacy representative or manager 4 Call the 24/7 Integrity Hotline at (888) 294-8455

Security, Confidential Information and Electronic Media Use

In addition to safeguarding a patient's protected health information, PacMed employees/caregivers have a responsibility to protect all confidential information. Confidential information includes sensitive internal documents, records or data that could damage PacMed if that information were lost or made public. Examples of confidential information include protected health information, social security numbers, organization data and information subject to federal and state notification laws.

This information is so valuable that loss of this kind of data could harm our patients and our ability to do business. Data losses also have a negative effect on PacMed's reputation in the community.

Any confidential information removed from a work location increases our risk. Unless it is part of your job, confidential information should never be removed from a PacMed entity without prior authorization from your manager. If you are authorized to remove such information, you are responsible for following the appropriate security procedures required by PacMed. Confidential information may never be copied onto a personal or non-PacMed computer. If you use a mobile computing device, such as a smartphone, contact your Information Security group for security instructions.

Employees/caregivers agree to follow PacMed's Acceptable Use of Information and Information Systems policy and other security policies and standards. Users of PacMed email have no right or expectation of privacy. PacMed reserves the right to monitor and access any PacMed information system or account. If you have a security-related concern, talk with your manager.

Nothing in this Code of Conduct is intended to restrict employees/caregivers from discussion, transmission or disclosure of wages, hours and working conditions in accordance with applicable federal and state laws.

Security Best Practices

- Keep your computer and voice mail passwords private and secure. Change your password if you feel it has been compromised.
- Lock your PC when unattended using Ctrl-Alt-Delete | Enter other key combinations that will lock your PC.
- Install a privacy guard or use automatic timeout to prevent others from seeing your computer screen.
- Employees/caregivers should never download confidential information onto a home or non-PacMed PC or smartphone.
- Store shared portable devices and electronic media in a secure location and use a sign-in/sign-out procedure.
- Maintain physical control of laptops and other devices at all times when outside of a secure facility – a locked location within PacMed clinics and your locked residence are considered secure facilities.
- Shut down your laptop so that encryption can protect confidential data if your laptop is lost or stolen.
- Use secure email when sending confidential information to an external email address.
- Beware of phishing attempts and review emails before responding or clicking on links. If you believe it is phishing, delete it.

PacMed employees/caregivers and other workforce members must immediately report all known or suspected security incidents. Report any incidents to Information Security at 206-621-4042 or to the PacMed Help Desk at 206-621-4357.

Social Media Use

PacMed recognizes that many of our workforce members use social media in their personal lives. PacMed also uses social media as part of its normal business. Some examples of social media include Facebook, LinkedIn, YouTube, Twitter, instant messaging and internal and external blogs.

PacMed has implemented an Acceptable Use policy to clarify how PacMed will use social media, establish guidelines for the official use of electronic social networking and to clarify the personal responsibilities and legal implications of workforce members' personal use of social media while at work or while posting information about PacMed.

PacMed policies (e.g., harassment and discrimination policies, privacy and confidentiality policies) are applicable when using any form of social media, whether internally or externally. As a workforce member, you cannot share patient, confidential or proprietary information, photographs or videos about PacMed on personal sites. This restriction does not apply to pictures or videos of PacMed's name, logo or premises taken while engaged in concerted activities.

Records Accuracy and Retention

We prepare and maintain accurate and complete documents and records. We do this to comply with regulatory and legal requirements, and to support our business practices and actions. Records include, for example, financial records, claims made for payment, patient records, employees/caregivers time sheets and expense-related forms and other types of records, whether in paper or electronic formats.

We do not alter or falsify records, and do not destroy records to deny governmental authorities information that may be relevant to a government investigation.

We comply with PacMed's Record Retention policy to support the appropriate retention, protection, maintenance and disposition of all records, regardless of their format or media.

If you have questions about records retention, contact the compliance office, Providence St. Joseph Health compliance office or the Department of Legal Affairs.



PACMED REPORTING OPTIONS:

1 Contact your immediate supervisor **2** department manager **3** compliance and privacy representative or manager **4** Call the 24/7 Integrity Hotline at (888) 294-8455

GLOSSARY OF TERMS



caregiver:	We refer to all PacMed employees as caregivers.
compliance:	Acting in accordance with accepted standards and policies, including laws, rules and regulations.
confidentiality:	A set of rules or a promise that limits access or places restrictions on certain types of information. Example: medical information about a patient or financial information about a doctor or hospital.
conflicts of interest:	A situation in which someone in a position of trust has competing professional or personal interests. Such competing interests can make it difficult to fulfill his or her duties impartially. Even if there is no evidence of improper actions, a conflict of interest can create an appearance of impropriety that can undermine confidence in the ability of that person to act properly in his/her position. Example: a purchasing department employee/caregiver ordering supplies from his brother's business.
ethical behavior:	Doing what is right; acting on the basis of PacMed's mission, vision and values such as acting with integrity and setting the highest standards for ourselves and for our organization.
false claim:	An inaccurate claim submitted for payment to an insurance payer such as Medicare, Medicaid or a third party. Example: person or organization who knowingly makes a false record or files a false claim with the government for payment. "Knowingly" means the person or organization knows the record or claim is false, seeks payment while ignoring whether the record or claims is false or seeks payment recklessly without caring whether the record or claim is false. False claims violations may result in health care providers being excluded from participation in federally and state-funded health care programs, such as Medicare and Medicaid.
fraud and abuse:	Fraud is distinguished from abuse in that, in the case of fraudulent acts, there is clear evidence that the acts were committed knowingly, willfully, and intentionally or with reckless disregard. Examples: charging for three X-rays when you know only one X-ray was performed or falsifying records. Abuse is engaging in a practice or activity that is not part of generally accepted, sound industry standards that may result in unnecessary costs or the receipt of an improper payment.
integrity:	Honesty in words and actions.
Medicaid:	State-governed health care insurance generally provided to those who meet low-income guidelines.
Medicare:	Federally funded and governed health care insurance provided to people age 65 or older and to younger persons who meet disability guidelines.
retaliation:	Any action that negatively impacts a workforce members because they raised a concern.
referral:	For this Code of Conduct, the act of sending a patient to a doctor, hospital or other health care provider or requesting health care services on behalf of the patient.
regulations:	Rules enacted by a government agency that must be followed by those businesses providing the services covered by the rules.
standards and policies:	Requirements for expected behaviors or actions by PacMed workforce members.
system compliance:	A department within Risk and Integrity Services responsible for establishing and monitoring the effectiveness of the Compliance Program.
workforce members:	Defined as all employees/caregivers; members of our system, community and foundation boards; volunteers; trainees; independent contractors; and others under the direct control of PacMed.

FOR MORE INFORMATION

PACMED CHIEF EXECUTIVE OFFICER: 206-621-4413

PACIFIC MEDICAL CENTERS

Compliance and Privacy Office: 206-621-4289

RISK AND INTEGRITY SERVICES SYSTEM COMPLIANCE AND PRIVACY OFFICE: 425-525-3022

PROVIDENCE ST. JOSEPH HEALTH DEPARTMENT OF LEGAL AFFAIRS: 425-525-3935

INFORMATION SECURITY: 206-621-4042

INTEGRITY HOTLINE: 888-294-8455 (toll free)

Doing the Right Thing Right PacMed Code of Conduct



FIND WHAT YOU'RE LOOKING FOR