



Your guide to the Amery Hospital & Clinic Code of Conduct



Dear Colleagues,

Every day, we work together to improve health and well-being in partnership with those we serve. That's our mission. We are fortunate to do work that has such an important impact on the lives of others. Our patients, members and families trust us with the most important and personal elements of their lives, and every interaction we have is an opportunity to earn that trust or lose it.

We also share a common vision and values that guide our work and shape our culture of Head + Heart, Together; that is a powerful foundation. We hold ourselves to high standards by following the law, regulatory requirements and acting with integrity. That's why we have a Code of Conduct: it shows us how to do our work with integrity. It helps us stop and think: *What's the right thing to do?* And it helps us find answers to that question.

Our Code of Conduct is your resource for finding answers to important questions and doing the right thing. It is important for you to read our Code of Conduct, understand it, and use it in your work. Ask your leader if you have questions — or use the many great resources we have in our organization to help you find the answer. I am proud to be part of an organization committed to honoring the trust of those we serve. Thank you for knowing and using our Code of Conduct.

Andrea Walsh
CEO and President, HealthPartners



When you read and follow our Code of Conduct, you are helping to live our mission, vision and values, supporting our culture of Head + Heart, Together, and honoring the trust of the people we serve!

It is your responsibility to:

- Read our Code of Conduct
- Complete Code of Conduct training
- Ask questions if you don't understand what is expected of you
- Report concerns if you suspect improper behavior

We do not permit retaliation against anyone who reports a compliance concern in good faith.



The Amery Hospital & Clinic Code of Conduct is your resource for finding answers to important questions and doing the right thing. It applies to every person who represents us: employees, physicians and other caregivers, board members, volunteers, temporary staff, consultants, and students. All these people are our colleagues, and all colleagues are expected to follow our Code of Conduct.

Please refer to our Code of Conduct regularly in your work. It's easy to use and understand — with a resource guide, scenarios and frequently asked questions, definitions, and a table of contents with links. Our Code of Conduct is even laid out in a familiar way, according to our organizational values: Excellence, Compassion, Partnership and Integrity. This way, you can see clearly how the expectations we spell out in the Code of Conduct directly support our values.

Thank you for your commitment to living our mission, vision and values. I appreciate the great work you do every day to make a difference for those we serve.

Debra A. Rudquist
FACHE, CEO/President

What is the Code of Conduct?

It's three things in one:

1. A set of important standards that let us all know what's expected of us in our work.
2. A description of our Integrity and Compliance Program.
3. A resource that empowers us to make good decisions in our work.

It's what we look to when we ask,
"What's the right thing to do?"

What's in the Code of Conduct?

The Code of Conduct is organized by and mirrors our values of Excellence, Compassion, Partnership and Integrity. It covers important topics that help us do the right thing and guide our daily work. Read and download the full Code of Conduct today.

What should I do if I have a concern or a question about the Code of Conduct?

Here are three great resources:

Integrity and Compliance hotline 1-866-444-3493

(call this number if you want to report your concern anonymously)

Integrity and Compliance email integrityandcompliance@healthpartners.com

Privacy email privacy@healthpartners.com

Here are some other important resources:

HealthPartners Chief Compliance Officer

Tobi Tanzer
952-883-5195

Patient Safety 715-268-0302

Human Resources 715-268-0303

Research 952-967-5035

Where can I find the Code of Conduct?

- Visit the Quick Links section on **myPartner** and follow the Code of Conduct link.
- You can also find it on **amerymedicalcenter.org**.

How can I get my own copy of the Code of Conduct?

- Download it to your computer, tablet or smartphone by following the instructions on the Code of Conduct page on myPartner.
- Ask our Integrity and Compliance team to send it to you by emailing a request to **integrityandcompliance@healthpartners.com**.



► We've formatted the Code of Conduct in a PDF that allows easy viewing and downloading, so you can have an electronic copy available whether you're online or offline!