

## **For Volunteers: Orientation to our Code of Conduct, Privacy, Security and Compliance Program**

### **Code of Conduct**

Among the most important commitments we make at our organization is the commitment to do the right thing for our patients, members and the community. That's how we earn trust, impact the lives of others and ultimately achieve our mission. Our culture of Head+Heart, Together is a strong foundation. Our culture, along with our values of Compassion, Excellence, Integrity and Partnership are the basis for our Code of Conduct, which is an important guide to doing our work with integrity.

The 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, including volunteers. You are expected to follow our Code of Conduct. You have been provided with "Your guide to the Code of Conduct," a resource brochure that gives you general information about the Code of Conduct and useful resources to use if you have questions or concerns.

Access or download the complete Code of Conduct from myPartner or from your organization's external website. Ask your Volunteer Coordinator if you need help locating the Code of Conduct.

The material in this packet covers some of the topics most relevant to you as a volunteer.

### **Privacy and Confidentiality**

As a volunteer, you will come into contact with confidential information. It may be related to our business, our patients or our members. For example, the patient or member information you may see might be related to patient/member name, diagnosis, demographic or family information. Any and all patient or member information must remain confidential, which means:

- Only access, use or share it if necessary to do an assigned task
- Only access, use or share it at the time that it is needed to do an assigned task
- Only access, use or share it to those who have a business, job-related need to know
- Only access, use or share the minimum amount of information you need to do your assigned task

Ask yourself: Do I have a business need to know? Do I need to access, use or share this information to do my assigned task? If the answer is "no," then it is not appropriate to access, use or share the information.

If someone you know is a patient or member, it is important for you to separate your role as a volunteer from your role as a friend or family member. This means that you should not use the information or the access that you have because of your volunteer role to snoop or provide information to family members or friends.

Never discuss patients or members with others unless you must to so to perform an assigned task. Respect patient and member privacy while you are at work and outside of work. This means you should not discuss patients or members with other volunteers, visitors or with family or friends, even after your volunteering ends.

Some ways that healthcare volunteers can protect patient and member information include:

- Not talking about patients or member in public areas where others may overhear, such as elevators, hallways or the cafeteria.
- Not leaving confidential, patient or member information on computer screens, printers, fax machines or other places where people may see it.
- Never taking business, patient or member information outside of our work premises.
- Properly disposing of information using the confidential destruction bins located throughout our facilities when it is appropriate to dispose of it.
- Only accessing the information that you are asked to work on.
- Never giving out patient or member information without proper authorization. Ask your supervisor or Volunteer Coordinator if you are unsure.
- Verify identities following the organization's established policies and procedures
- Following all organizational policies and privacy standards. These are available on myPartner or Facets.

*A special note about the hospital directory: Sometimes patients ask for an additional level of privacy protection during their hospital stay. They ask that their name NOT be included in the hospital directory. You must respect this request. You must not reveal that this person is a patient in our facility. Not being in the directory means that visitors who check at the admissions or information desks should NOT be given any information about that patient, no callers should be transferred to the patient's room and no flowers or other items may be delivered to the room. Say, "I do not see this person in our directory."*

Answers are not always clear. Rules can't always tell you what to do in every situation. Protecting patient and member privacy requires an understanding of what can and cannot be said, accessed or shared. If you have any doubts or wish to report a concern, please contact the supervisor in your area or contact one of the areas below:

- The Volunteer Services coordinator for your location
- Human Resources for your organization
- The Office of Integrity and Compliance [integrityandcompliance@healthpartners.com](mailto:integrityandcompliance@healthpartners.com)
- The Integrity and Compliance Hotline 1-866-444-3493

Volunteers who fail to comply with these rules and the *Confidentiality of Patient/Member Information – Employee Access and Use* policy may be dismissed from the volunteer program.

### **Information Security**

- Create strong passwords
- Don't share passwords or log on sessions
- Don't open emails, attachments or links from unknown senders
- Keep computers locked when stepping away
- Do not leave mobile devices unattended or unlocked
- Never email patient or member information except as necessary to perform an assigned task.

- Never email patient or member information to or from a personal email account.
- Report suspected security incidents, suspicious activity, stolen/lost laptops and smart-phones to the IS&T Support Center (952-967-7000) immediately

### **Use of Internet and Social Media**

- When using the internet, be aware of your surroundings, even if you are on break. Who can see your screen? Think about the perception you are giving to patients or members in the area
- Never post anything about patients or members on any social media, like Facebook or Twitter, even if you don't use their names and think you have removed all identifiers
- We discourage "friending" or following patients or members whom you've met through your volunteer service via social media
- Make it clear that your opinions are your own when commenting on topics related to our organization
- Don't use threatening or hateful language

### **Gifts, Entertainment, Favors and Meals**

- Our workforce, including our volunteers, must avoid the influence or appearance of influence in our relationships with vendors
- You may not:
  - Accept gifts from vendors, such as cash, discounts or gift cards, pens, pads of paper or entertainment, including tickets to events
  - Accept food from vendors at any our facilities
  - Participate in any activity that could potentially influence decision-making at work
- If you have questions, talk to your supervisor or Volunteer Coordinator; they will engage Human Resources and Integrity and Compliance as necessary

### **Conflicts of Interest/Secondary Interests**

Secondary interests are relationships, financial interests or activities that you or immediate family members have outside of your volunteer work that could create a potential conflict of interest with your work for our organization. We consider your work with our organization as your primary interest. As part of our commitment to the Code of Conduct and to building trust with those we serve, we must disclose and understand these relationships.

The secondary interests that you need to disclose are ones that could interfere with your volunteer activities, professional judgment, patient care or business decisions or that you could use to benefit yourself or your immediate family.

A secondary interest includes relationships with:

- Any health care-related organization outside of HealthPartners, including work for these organizations
- Any organization that does business with HealthPartners
- Any organization that's in, or could be in, direct competition with HealthPartners
- Any organization that regulates HealthPartners

Do you have any secondary interests or relationships that could create a conflict or potential conflict of interest with your work for our organization?

Unsure? As your supervisor or Volunteer Coordinator, or contact [integrityandcompliance@healthpartners.com](mailto:integrityandcompliance@healthpartners.com). We will send you a form to complete to describe your secondary interests so they can be reviewed and managed if necessary.

### **Fraud Waste and Abuse (FWA)**

We are committed to preventing, detecting and correcting fraud, waste and abuse, which includes:

- Stealing (e.g., taking home excess supplies)
- Making false statements in documents about patients or members
- Identity fraud (Attempting to use a false identity or someone else's name/date of birth/social security number)
- Prescription fraud and drug theft

If you're aware of or suspect conduct that could be fraudulent, wasteful or abusive, report your concerns immediately using one of the methods described below.

### **Report concerns or violations of the Code of Conduct**

- To the Volunteer Coordinator, your supervisor, or any leader
- To your Human Resources team
- To Integrity and Compliance
  - [integrityandcompliance@healthpartners.com](mailto:integrityandcompliance@healthpartners.com)
  - [privacy@healthpartners.com](mailto:privacy@healthpartners.com)
  - Integrity and Compliance hotline: 1-866-444-3493 (you may be anonymous)