

## **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. It, 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.

It's 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 Facets or from your organization's external website under the "About" or "About Us" section. 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 don't 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 friend or family relationship. This means that you should not use the information or the access that you have because of your volunteer role to snoop or give information to family members or friends.

Never discuss patients or members with others unless it is part of your 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.

If a patient or member asks about how to exercise their individual privacy rights (example: getting a copy of their record, or changing something in their record) talk to the supervisor in your area to get them the information they need. Review the Notice of Privacy Practices for more information on privacy rights.

Other sensitive information: You may learn business confidential information about our organization or the people who work here in the course of your volunteering. You need to keep this information private as well and not use it for any outside purpose or personal use.

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

- Don't talk about patients or member in public areas where others may overhear, such as elevators, hallways or the cafeteria.
- Don't leave confidential, patient or member information on computer screens, printers, fax machines or other places where people may see it.
- Don't take business, patient or member information outside of our work premises.
- Properly dispose of information using the confidential destruction bins located throughout our facilities when it is appropriate to dispose of it.
- Access only the information that you are asked to work on.
- Don't give out patient or member information without proper authorization. Ask your supervisor or Volunteer Coordinator if you are unsure.
- Make sure you have the right patient identified, and don't share information until you've confirmed ID according to the organization's established policies and procedures
- Never take a picture of a patient.
- 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. 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 patients, members, patients and member's family and friends and vendors - companies that provide or want to provide supplies or services to our organization.
- You may not accept the following from patients, members, their family and friends or vendors:
  - Gifts such as food, cash, discounts or gift cards, services or entertainment, including tickets to events, company swag (e.g. pens, pads of paper)
- You may not 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.

### **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 the 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)

## **Volunteers: Take action: show your commitment**

Please take a moment now to show your commitment to doing the right thing. When you complete this form, you acknowledge the information you received today and confirm your commitment to your Code of Conduct.

- I know where to find my Code of Conduct
- I will act according to the Code of Conduct
- I will immediately report any concerns and ask questions about activities that I think may violate the Code of Conduct.

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Organization/Department: \_\_\_\_\_

Date: \_\_\_\_\_

*Give this completed form to your Volunteer Coordinator in the Volunteer Office at your organization.*