

**WEISMAN CHILDREN'S REHABILITATION HOSPITAL
ADMINISTRATIVE MANUAL**

SUBJECT: ORGANIZATIONAL ETHICS STATEMENT

NO: AM 1.5

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The hospital and medical staff leaders, in conjunction with the Governing Body, have adopted this statement of organizational ethics in recognition of the hospital's responsibility to its patients, visitors, staff, physicians and the community, including other providers, referral sources, educational institutions and payers. It is the responsibility of every member of the Weisman Children's Rehabilitation Hospital staff to act in a manner that is consistent with its organizational mission statement and its supporting policies. Our behavior will be guided by the following general principles:

The hospital is dedicated to the principle that all patients, visitors, employees and physicians have the right to be treated with dignity, respect, and courtesy. The hospital will constantly strive to adhere to these principles.

In all the settings in which the hospital provides patient care services, we will admit and deliver care based on the needs of the patient and without regard for his or her ability to pay. When a patient requests admission and the patient's condition requires services that are not available in our hospital, based on our mission and established admission criteria, the patient will be refused admission and referred to an appropriate facility. In the event the patient's medical condition changes during his or her hospital stay and the hospital cannot provide care safely, the patient will be transferred to a facility providing the level of care required.

PATIENT AS A SOURCE OF LABOR: It is the policy of this hospital that the patient may not be used as a source of labor.

RESPECT FOR THE PATIENT: The patient and his or her family or guardian will be involved in planning the care that we deliver, including discussion and resolution of ethical issues that arise during the provision of care. We will seek to inform each patient's family and/or guardian about the therapeutic alternatives and the risks associated with the care he or she is seeking. In all circumstances, we will treat each patient in a manner that gives reasonable thought to his or her background, culture, religion and heritage.

RESOLUTION OF ETHICAL CONFLICTS: Occasionally conflict will arise among those who participate in hospital and patient care decisions. Whether this conflict is among members of the administration, medical staff, employees of the governing body, or between patient and caregiver, we will seek to resolve conflicts fairly and objectively. The hospital has an established Patient Rights/Ethics Committee in order to provide an interdisciplinary forum for the consideration of an ethical issue in health care. The Patient Rights/Ethics Committee will review, approve and support policies and procedures relative to ethical issues. It will educate the staff regarding such issues.

The Patient Rights/Ethics Committee may be accessed by the patient, family or staff for discussion and resolution of ethical issues.

POTENTIAL CONFLICTS OF INTEREST: We recognize that the potential for conflicts of interest exists for decision-makers at all levels within the hospital. It is our policy to request disclosure of potential conflicts of interest so that clinical decisions are based on the assessed needs of the patient and quality of care delivered is not compromised. Appropriate action will be taken to ensure that such conflict does not influence important decisions.

FAIR BILLING PRACTICES: Weisman Children's Rehabilitation Hospital and its medical staff will bill a patient's family or guardian or a third party payer only for services actually provided to the patient and will provide assistance to a patient's family or guardian seeking to understand the charges for his or her care. We will attempt to resolve questions and objections to the satisfaction of the patient while also considering the hospital's best interests.

CONFIDENTIALITY: The hospital recognizes the need to maintain patient and other information in a confidential manner. As such, patient information will not be shared unless authorized by the patient's family or guardian according to law. Sensitive information concerning personnel and management issues will be maintained in the strictest confidence. This information shall be utilized by those individuals authorized to review and act upon such information.

PUBLIC RELATIONS and MARKETING: Materials used by the Public Relations and Marketing Departments will contain descriptive material only for those services the hospital actually provides, based on its mission statement and licensure as a comprehensive rehabilitation hospital. Patient confidentiality will be maintained during any public relations or marketing activity. Permission will be obtained from the patient, guardian of the patient or the employee before pictures or any other information are used in public relations and marketing activities.

ADMISSION/DISCHARGE/TRANSFERS: Each patient's family or guardian will participate in decisions regarding admission, discharge and transfer. A physician order is necessary for discharge or transfer of a patient. Physicians will assure that the facility to which the patient is being transferred can provide the level of care required by the patient and that the physician has agreed to the transfer. Appropriate demographic and clinical information will be sent with the patient. Prior authorization will be obtained if required.

Administrator