



## **Code of Ethics**

This Code of Ethics is intended to inform the public that IAHHC and its members endeavor to operate their businesses and provide care to their patients with honesty, integrity, and in a manner that comports with the highest ethical standards. Because this Code is intended to provide a broad statement of the high standards to which IAHHC and its members strive, under no circumstances shall this Code be interpreted or construed as establishing a minimum standard, or any evidence of a minimum standard, of the safety, due care, or any other obligation which may be owed by IAHHC or its members, or either of their employees, agents, contractors, or volunteers.

### **PATIENT RIGHTS AND RESPONSIBILITIES**

Members shall treat their patients with respect and dignity. Members shall recognize, observe, and uphold their patients' rights and shall provide care to their patients in a manner that respects these rights and allows each patient the ability to exercise those rights.

Members shall provide care to patients regardless of the patients' race, creed, color, religion, sex, citizenship, national or ethnic origin, or other basis prohibited by law.

Members shall recognize, observe, and uphold each patient's right to privacy and shall respect the privacy and confidentiality of patient information at all times.

### **RELATIONSHIP TO OTHER PROVIDERS**

Home health, hospice, and personal care are only part of the continuum of care for patients. Member Agencies shall deal with other providers with integrity, honesty, and ethical behavior. Member agencies shall cooperate with other providers to the extent allowed by state and federal laws, including anti-trust laws, HIPAA, and fraud and abuse laws, to provide smooth transitions and continuity of care to patients as they move along the continuum of care.

### **RESPONSIBILITY TO IAHHC**

Members should abide by the by-laws, policies, and Code of Ethics of the Indiana Association for Home & Hospice Care.

Members should also participate and contribute knowledge, experience, and talents to IAHHC in order to foster a dynamic, progressive organization from which all members benefit professionally, and advance the cause of home care, hospice care, and personal care.

Members should submit dues to IAHHC based upon the actual revenues received during the previous year.

## **OPERATIONAL/FISCAL RESPONSIBILITIES**

Members shall operate their agencies in compliance with all state and federal laws, rules, and regulations, including state and federal fraud and abuse laws where applicable, and in a manner that is lawful, ethical and sensitive to the needs of their patients. Honesty, trustworthiness and reliability should be evident in all relationships.

Members should operate their agencies with integrity, honesty, and transparency. Members' accounting practices should result in accurate reports of earnings, losses, and expenses. Members should accurately report other operational data and information as well.

Members shall not submit inaccurate or fraudulent claims for services and shall strive to only submit claims that are supported by documentation in the provider's files.

## **MARKETING AND PUBLIC RELATIONS**

Members shall not engage in misleading or false advertising. Oral and/or written statements to the public, patients, and other health care providers shall honestly and accurately represent services, benefits, cost, and provider capability.

Members shall not knowingly and willfully solicit, receive, offer, pay, or give anything of value to induce, or in return for, referring, recommending or arranging for, any federally reimbursable health care business.

Members shall neither use coercion or harassment as a tool to recruit patients, nor allow an employee or agent to use such tactics. If a member has knowledge of such actions by an employee, volunteer, subcontractor, agent or anyone else acting on behalf of the member, the member shall take such steps as are reasonable and necessary to stop the misconduct by the individual.

Members shall not engage in door-to-door solicitation of clients.

## **PERSONNEL**

Members shall abide by all federal and state laws governing personnel matters and employment, including, but not limited to, laws governing minimum wage, overtime pay, wage payments, equal employment opportunity, labor relations, and non-discrimination.

Members shall, as required by licensure requirements and/or payer sources, provide appropriate training, supervision and oversight of their personnel.

Members shall hire and retain sufficient personnel to meet the needs of their patients.

Members shall only hire personnel whose qualifications meet the applicable requirements of the appropriate licensure statute and/or regulations and, where appropriate, Medicare/Medicaid certification including but not limited to criminal history checks, exclusion list checks and other background checks, as well as having the appropriate professional licenses, certifications, training, or other experience.

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