



**WAYNE  
HEALTH**

# **Code *of* Conduct**

*Quality of Care*

*Privacy and Confidentiality*

*Coding and Billing Integrity*

*Laws and Regulations*

*Conduct and Employment*

*Research*

*Conflicts of Interest*

*Property, Assets and Information*

*Customer Service*

This ***Code of Conduct*** has been prepared on behalf of  
the independent clinical service  
groups recognized under the guidelines of the  
Dean of the Wayne State University School of  
Medicine by the Corporate Compliance  
Department of the Detroit Medical Center in  
consultation with Wayne Health



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# **SUMMARY OF OUR CORPORATE COMPLIANCE PROGRAM AND CODE OF CONDUCT**

## ***Program Structure***

The Wayne Health Corporate Compliance Program is committed to maintaining an organizational and accountability structure to assure compliance with governmental laws, rules and regulations, organizational policy and procedures.

The Corporate Compliance Program demonstrates the commitment of Wayne Health and the Board to meet the highest standards of compliance. The overall accountability for the Compliance Program rests with the Board.

The Corporate Compliance Officer serves as the focal point for compliance activities within Wayne Health. The Corporate Compliance Officer has direct access to the Vice Dean - Executive Director and the Board. To ensure the highest level of accountability and commitment to compliance each department has an appointed compliance liaison making up Wayne Health's Corporate Compliance Committee. The Executive Compliance Council is a cross section of senior leaders which assist in the continued implementation and needed support of the compliance program.

## ***Obligation to Report***

As an employee of Wayne Health, we trust your sense of responsibility in carrying out our daily business activities. As such, we rely on you to consistently demonstrate that we act with integrity in the way we do our work. Everyone is expected to follow the *Code of Conduct*, applicable policies and procedures, as well as all laws and regulations that affect us.

Should you feel that someone has or may have violated the provisions of the Compliance Program, the *Code of Conduct*, applicable policies and procedures, federal health care program rules, or any laws or regulations that affect us, you are required to immediately report this information. Failure to report a known violation may subject an employee to disciplinary action, even if you are not involved.

### ***Reporting Options***

Employees are expected to report any suspected or actual incidents of fraud, waste or abuse. Issues can be reported to your supervisor, Human Resources, the Corporate Compliance Officer or through the Compliance Hotline. You must fully cooperate with any compliance investigation and only disclose information with those who have a need to know. Disclosing confidential investigations to those who do not have a need to know can result in disciplinary action up to and including termination.

At times, when you believe concerns cannot be addressed through the normal channels of communication, you are encouraged to call the Compliance Hotline anytime, toll free, at **1-866-270-1965**. You will remain anonymous unless you choose to identify yourself.

### ***Non-Retaliation Policy***

No disciplinary action or other form of retaliation or revenge will be taken against any employee or other person who reports, in good faith, an issue, problem, concern, or violation to Wayne Health management, its Compliance Liaison, the Corporate Compliance Officer or to the Compliance Hotline. Reporting does not protect individuals from appropriate disciplinary action regarding their own performance or conduct. Employees who report concerns in good faith will not be subjected to retaliation, retribution or harassment. No employee is permitted to engage in retaliation, retribution or any form of harassment against another employee for reporting compliance-related concerns. Any retribution, retaliation or harassment will be met with disciplinary action.

### ***Investigation of Reports***

All concerns brought to the attention of Wayne Health management, a Compliance Liaison, the Corporate Compliance Officer, or the Compliance Hotline will be investigated promptly. To the extent practicable, all reported concerns will be kept confidential. All employees are expected to cooperate fully with our investigation efforts.

## ***Receipt of the Code of Conduct***

All employees will receive a copy of the *Code of Conduct*.

### ***Questions***

If you have questions regarding the Corporate Compliance Program, the standards included in the *Code of Conduct* or need to report a suspected violation, please contact your supervisor, the Compliance Liaison, the Corporate Compliance Officer, or call the Compliance Hotline.

## **CODE OF CONDUCT**

The *Code of Conduct* is a key component to the Corporate Compliance Program. It provides guidance to ensure that work is done in an ethical and legal manner. It emphasizes the shared common values that guide our actions, and specifies resources to help resolve questions surrounding appropriate conduct in the workplace.

All Wayne Health employees will follow the standards set forth in the *Code of Conduct*. Failure to adhere to the standards is a serious matter that may lead to disciplinary action, including immediate termination. Conduct violating applicable laws may also subject a given individual or the group to criminal prosecution or civil monetary penalties imposed by governmental agencies.

Wayne Health management, the Compliance Liaisons, and the Corporate Compliance Officer have been charged with a special obligation to be available and responsive to employees and others when questions arise about adherence to the *Code of Conduct*

The *Code of Conduct* is a “living document,” which will be amended and revised periodically to respond to changing conditions and to better reflect the following eight standards:

***STANDARD 1***  
***QUALITY OF CARE & SERVICES***

We are committed to improving the health of the community we serve by providing health care services in a caring and efficient manner in accordance with all applicable standards of professional practice.

- A. We are committed to respecting the uniqueness of each person within our community and assuring that each patient is treated with respect, dignity and courtesy at all times.
- B. We are committed to non-discrimination. We make no distinction in the care we provide based on race, color, religion, or national origin. Clinical care is based on identified patient health care needs, not on patient or organization economics.
- C. We will ensure that each patient receives quality care.
- D. We will provide treatment to our patients in a safe manner, based on their clinical and psychological needs.
- E. We assure patients' involvement in all aspects of their care and obtain informed consent for treatment. As applicable, each patient or patient representative, is provided with a clear explanation of care including, but not limited to, diagnosis, treatment plan, right to refuse or accept care, care decision dilemmas, estimates of treatment costs, and an explanation of the risks and benefits associated with available treatment options.

***STANDARD 2***  
***PRIVACY AND CONFIDENTIALITY***

We are committed to fulfilling all federal and state regulatory standards designed to handle all facets of information management, including reimbursement, coding, security, and patient records.

- A. We will protect against the unauthorized use and disclosure of protected health information, where prohibited.
- B. We will not disclose restricted/confidential information or documents.
- C. We will not permit any person to examine or make copies of any restricted, confidential or protected patient, individual or personal information, unless authorized to do so.
- D. Confidential information includes personnel data maintained by the organization, patient lists and clinical information, pricing and cost data, information pertaining to affiliations, financial data, research data, strategic plans, marketing strategies, techniques, employee lists, and proprietary computer software.

### ***STANDARD 3***

#### ***CODING/BILLING INTEGRITY AND RECORD KEEPING***

We are committed to maintaining timely and accurate patient records and billing only for services actually rendered as documented in patient medical records.

- A. We will take steps to ensure that all bills submitted for payment are accurate and comply with federal and state laws and regulations.
- B. We will ensure that Wayne Health only uses billing codes that accurately describe the services that were provided.
- C. We will take immediate steps to alert the payor, correct the bill and refund credits when due, if inaccuracies are discovered in a bill that has already been submitted.

## **STANDARD 4**

### **COMPLIANCE WITH LAWS AND REGULATIONS**

We require all employees to conduct their individual duties, and all Wayne Health operations, in a manner that meets all applicable legal, ethical and regulatory standards.

- A. We will not pursue any business opportunity that requires participation in unethical or illegal activity.
- B. We will not participate in any corrupt business practice, including bribery, improper inducements, kickbacks or payoffs.
- C. We will not engage in conduct that may violate health care fraud and abuse laws, including, but not limited to:
  - 1. making or receiving direct or indirect payments in any form in exchange for the referral of patients;
  - 2. submitting false or fraudulent claims to any governmental or other payor for health care services, such as claims for services not actually rendered, claims for services that were not medically necessary, claims involving “upcoding” (that is, incorrect classification of services to obtain higher payment) and claims for services not covered under a particular program;
  - 3. making false representations to anyone in order to obtain payment for any services or to obtain or to retain status as a participant in any program; and
  - 4. failing to disclose information affecting the right of Wayne Health or of anyone else to obtain or to retain payments for services or coverage under a payment program.

- D. We will maintain all business data, records, and reports completely and accurately. All accounting books and records will be maintained according to generally accepted accounting practices and internal control procedures of Wayne Health.
- E. We will ensure that all marketing and advertising representations by Wayne Health are fair, accurate, and complete and also comply with state and federal requirements, including those described in the Health Insurance Portability & Accountability Act.
- F. We will not make any false or misleading statements about Wayne Health or another organization or its services.
- G. We will ensure that all contracts with clinicians and referral sources detail the specific services to be provided.
- H. We will ensure that every contract payment or other benefits provided to clinicians and referral sources are for the services and at the rates required by the contract.
- I. We will comply with all federal copyright laws as they pertain to licensing software products, as well as all printed and audio-visual materials.
- J. We will provide services that may be provided pursuant to appropriate federal, state, and local laws and regulations. Such laws and regulations may include subjects such as certificates of need, licenses, permits, accreditation, access to treatment, consent to treatment, medical record-keeping, access to medical records and confidentiality, patients' rights, medical staff membership and clinical privileges, corporate practice of medicine restrictions, and Medicare and Medicaid regulations. The organization is subject to numerous other laws in addition to these health care regulations.

**STANDARD 5**  
**WORK PLACE CONDUCT AND EMPLOYMENT**  
**PRACTICES**

We are committed to creating a work environment in which employees and others are treated fairly and afforded opportunities for professional development.

- A. We will not discriminate. We will hire, train, and promote without regard to race, gender, color, religion, sex, national origin, age, disability or other classifications protected by law. We are committed to providing an equal opportunity work environment where everyone is treated with fairness, dignity, and respect. We will comply with all laws, regulations, and policies related to non-discrimination in all of our personnel actions. Such actions include hiring, staff reductions, transfers, terminations, evaluations, recruiting, compensation, corrective action, discipline, and promotions.
  
- B. We will not employ or establish a business relationship with any individual or entity currently under sanction or exclusion by authorized law enforcement, regulatory or licensing agency.
  
- C. We will not tolerate harassment or workplace violence. As part of our commitment to provide a safe workplace, we will maintain a work environment free of misconduct that disrupts or interferes with an individual's work performance or creates intimidating, offensive or hostile environment that includes threats or acts of violence in the workplace. All persons within Wayne Health will:
  - 1. Refrain from any threats or acts of violence and immediately report any threats or acts of violence to appropriate personnel and/or security.

2. Absolutely no weapons, including explosive devices, or other dangerous materials will not be allowed on the premises of the organization, which shall include the parking lot and grounds.
- D. We must remain free of the influence of illegal drugs or alcohol, and we will not tolerate the non-prescribed use of controlled substances. If you have questions or concerns about effects of prescribed medications, and its effect on your job performance, please contact Human Resources.
- E. Some employees may routinely have access to prescription drugs, controlled substances, and other medical supplies. We require that these items be maintained, dispensed, and transported in compliance with laws and regulations and then only by authorized individuals.
- F. We will not allow persons to report to work, or otherwise provide services on behalf of our group, unless they possess the mental acuity and sharpness necessary to perform their tasks in a safe and prudent manner.
- G. We will maintain the integrity and quality of our job performance by ensuring that employees are familiar with the applicable laws, rules and regulations governing their area of work. In this regard Wayne Health will:
1. Ensure that employees who provide patient care are properly licensed and trained.
  2. Rely on employees to report deficiencies or errors to a supervisor for resolution.
  3. Identify area for improvement and take steps to make positive changes.

**STANDARD 6**  
**RESEARCH**

We are committed to following high ethical standards in any research conducted by Wayne Health.

- A. Patients whose health care professional(s) propose to engage in, or perform research affecting their care or treatment will:
1. have the right to refuse such participation and not compromise their health care;
  2. be given a description of the research and expected benefits;
  3. be advised of potential discomfort and risks of the research;
  4. be given a description of alternative beneficial services, if available;
  5. be advised of the right to withdraw from participation in any research at any time without loss of rights or benefits to which the patient is otherwise entitled; and
  6. be advised of their rights with respect to the use and disclosure of their health information.
- B. We will not inappropriately bill for experimental or unapproved drugs or devices.
- C. We will not misuse, abuse or improperly disclose information obtained while conducting research.
- D. We will apply for and administer grant funds, in accordance with the terms of the grantor.

## ***STANDARD 7***

### ***CONFLICTS OF INTEREST and BUSINESS CONDUCT***

We are committed to regulating our activities to avoid conflicts of interest, actual impropriety and/or an appearance of impropriety.

- A. Employees and others affiliated with Wayne Health are prohibited from using their position or knowledge obtained through their position to profit personally or to assist others in profiting inappropriately at the expense of Wayne Health.
- B. We will conduct all of our business transactions without inappropriate inducements, gifts, or favors.
- C. We will not solicit or accept any tangible benefit, including monetary gifts, trips, or discounts that would create any obligation from vendors, or others.
- D. We will ensure that all potential conflicts of interest, which may arise because of a familial relationship, are disclosed to Wayne Health.
- E. Wayne Health employees may not offer or give a bribe, payment, gift or thing of value to any person or entity with whom Wayne Health has, or is seeking any business or regulatory relationship with, except for gifts of nominal value which are legal and given in the ordinary course of business.
- F. Wayne Health employees may not directly or indirectly authorize, pay, promise, deliver or solicit any payment, gratuity, or favor for the purpose of influencing any political official or government employee in the discharge of that person's responsibilities. Wayne Health employees shall not entertain government personnel in connection with Wayne Health business.

- G. Wayne Health employees may not engage in any financial, business, or other activity that competes with Wayne Health's business which may interfere or appear to interfere with the performance of their duties or that involve the use of Wayne Health property, facilities, or resources, except to the extent consistent with the conflict of interest policies.

### ***STANDARD 8***

#### ***PROTECTING PROPERTY, ASSETS AND INFORMATION***

We are committed to protecting our assets, and the assets of others entrusted to us, against loss, theft destruction, and misuse.

- A. We will protect Wayne Health assets, property, facilities, equipment and supplies, as well as the property of others from theft, damage, or other misuse.
- B. We will not inappropriately disclose information, directly or indirectly, or use it for any purpose except as required in the course of our employment with Wayne Health.
- C. We will not, at any time, during or after employment disclose restricted, confidential, proprietary, patient or provider information or documents, nor permit any person to examine or make copies of any restricted/confidential information, unless authorized to do so.
- D. We will refrain from discussing restricted/confidential information in any public areas, such as open office areas, elevators, hallways, cafeteria, etc.

### ***STANDARD 9***

#### ***CUSTOMER SERVICE***

We are committed to providing an environment where all customers, patients, visitors, physicians and employees are treated fairly with dignity and respect.

- A. We will adhere to the highest standard of customer service to promote the values that guide our actions.
- B. We will apply our *Code of Conduct* standards in every interaction with all customers at all times.
- C. We will treat our customers in a manner that provides excellence in service.

## *Frequently Asked Questions*

- 1. What should I do if I see a violation?**

Report violations immediately. Try to follow the normal “chain of command” in your department. If you’re not comfortable doing this, contact the Corporate Compliance Officer, Privacy Official, or call the Compliance Hotline at **1-866-270-1965**.
- 2. Will a call to the Compliance Hotline show up on caller ID? No.**

Calls to the Compliance Hotline are never traced. Employees are assured that devices such as caller ID are never used and you’ll remain anonymous unless you choose to identify yourself.
- 3. What kind of information should I report?**

Report fraud and ethical abuses such as inappropriate billing, inappropriate relationships with vendors, etc.
- 4. How will I know the violation has been corrected?**

All allegations of fraud and abuse will be investigated thoroughly. If the problem was in your immediate work area, you may see a change in procedures or potentially a change in personnel.
- 5. Can I accept season football tickets to Ford Field from a vendor that I do a lot of business with?**

No, you should not accept a gift of this type. Only gifts of nominal value should ever be accepted. And, it is best never to keep any personal gifts.
- 6. Someone wants to pay me \$200 to design a web page for their home-based business, but since I don’t have a computer at home, I want to use my computer at work during non-work time. Can I do this?**

No, use of Wayne Health property for personal business is not permitted. In other words, you may not use Wayne Health assets for someone else's business.

7. **My supervisor sends me e-mail messages that are suggestive and offensive. When I discussed this issue with him he did not take me seriously. He continues to send me these offensive e-mails. I no longer want to open his e-mails, yet I must in order to do my job. I am afraid to take this issue further because he does my annual performance review. The supervisor's behavior described above is inappropriate conduct.**

WSUPG will not tolerate any type of sexual harassment. Sharing sexually suggestive e-mail messages or other unwelcome sexual advances do not belong in the workplace. If you encounter unwelcome sexual advances, you can address it using your normal chain-of-command, contacting Human Resources, or you may directly call the Compliance Hotline.

8. **I have a family member who has recently received treatment at the facility where I am employed, however he is not telling the family about his condition. May I access his records so I can explain his condition to my family?**

No. Access and use of protected health information is only for those persons who have a need to utilize the information to fulfill the tasks of their assigned job. If your job requires you access this information, you must not disclose the confidential information to his family members.