

RAHIM MEDICAL CENTRE AND GENERAL HOSPITAL

Code of Conduct Policy

Effective Date:

Review Date:

1. Purpose

The purpose of this Code of Conduct Policy is to establish a framework of ethical, professional, and legal standards for all employees, contractors, volunteers, and affiliated personnel at RAHIM MEDICAL CENTRE AND GENERAL HOSPITAL. It ensures safe, respectful, and high-quality healthcare delivery while maintaining the trust of patients, families, and the wider community.

2. Scope

This policy applies to:

All full-time, part-time, temporary, and contract staff

Medical and administrative personnel

Volunteers, interns, and trainees

Any individual performing duties under the name of the hospital

3. Core Principles

Integrity and Honesty – Conduct all activities truthfully and transparently.

Respect and Dignity – Treat patients, colleagues, and visitors with courtesy and fairness.

Patient Safety and Care – Prioritize patient well-being in all decisions.

Confidentiality – Protect patient data and hospital information in compliance with applicable laws.

Professionalism – Maintain high standards of competence, appearance, and behavior.

Compliance – Adhere to all laws, regulations, and hospital policies.

4. Responsibilities of Staff

4.1 Ethical Conduct

Avoid conflicts of interest.

Refrain from accepting gifts or incentives that may compromise judgment.

Uphold honesty in documentation, billing, and reporting.

4.2 Patient Care

Provide equitable, culturally sensitive care.

Ensure informed consent for procedures.

Respect patient rights and autonomy.

4.3 Workplace Behavior

Promote a safe, harassment-free work environment.

Avoid discrimination based on race, gender, religion, age, disability, or social status.

Foster teamwork and collaboration.

4.4 Use of Resources

Use hospital property responsibly.

Avoid misuse of equipment, medications, or supplies.

Maintain accurate records of usage where required.

4.5 Confidentiality & Data Protection

Maintain confidentiality of all patient and hospital records.

Share information only with authorized personnel.

Comply with all relevant data protection laws.

5. Communication and Social Media

Use professional and respectful language in all communications.

Avoid sharing confidential hospital or patient information on social media.

Represent the hospital positively and accurately in public forums.

6. Compliance and Reporting

6.1 Reporting Misconduct

Report any unethical behavior, harassment, or safety concerns promptly.

Reports can be made to supervisors, the HR department, or designated compliance officers.

6.2 Investigation

All reported incidents will be investigated fairly and confidentially.

Retaliation against whistleblowers is strictly prohibited.

6.3 Consequences

Violations of this policy may result in disciplinary action, including termination, legal action, or professional sanctions.

7. Training and Awareness

All staff must undergo orientation and periodic training on ethical conduct and hospital policies.

Updates to the Code of Conduct will be communicated promptly, and acknowledgment from staff is required.

8. Review of Policy

This policy will be reviewed every two years or as needed to comply with new regulations or best practices.

Updates require approval from the Hospital Management Committee.

9. Acknowledgment

I, _____, acknowledge that I have read, understood, and agree to adhere to the RAHIM MEDICAL CENTRE AND GENERAL HOSPITAL Code of Conduct Policy.

Signature: _____

Date: _____