

TWIN CITY HOSPITAL
CODE OF ETHICS

Formulated 6/96
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Patient Care

Twin City Hospital employees maintain competency ensuring quality health care for all.

Twin City Hospital employees share responsibility for the goal of quality health care.

Twin City Hospital employees exercise informed judgment and use individual competency as criteria in accepting responsibilities and delegating duties.

Twin City Hospital endeavors to safeguard the patient and public when health care and safety are affected by insufficient, unethical or illegal practice by any person.

The need for health care is universal and patient care is delivered without prejudicial behavior. Twin City Hospital employees shall strive to understand, consider and respect the patient's attributes in tailoring care.

Twin City Hospital participates in the planning, establishment and implementation of a review process that serves to safeguard patients.

Twin City Hospital employees endeavor to enable the patient to live with as much physical, emotional and spiritual comfort as possible.

Twin City Hospital respects the patient's choice to make advance directives and respects those decisions in accordance with Ohio Revised Code.

Twin City Hospital respects the wishes from an appropriately designated decision maker.

Communication and Sharing of Information

Twin City Hospital provides care in response to a patient's request and need, so long as that care is within the hospital's capacity, its stated mission and philosophy, and relevant laws and regulations. When Twin City Hospital cannot provide the care a patient requests, the patient is informed of his/her needs and the alternatives for care. If it is necessary and medically advisable, the hospital transfers the patient to another organization. The transfer has to be acceptable to the receiving organization. Economics are not Twin City Hospital's sole motivator for transferring a patient

Twin City Hospital safeguards the patient's rights to privacy by judiciously protecting information of a confidential nature. The hospital will advise the patient of his/her rights and responsibilities regarding confidential information. Only information pertinent to a patient's care, treatment and welfare is disclosed. That information is disclosed only to those directly involved in the patient's care.

Twin City Hospital provides services with respect for human dignity and the uniqueness of the patient.

Marketing

Twin City Hospital should not use any form of public or professional communication to make claims that are false, misleading, fraudulent, deceptive or unfair. Marketing

materials only reflect the services available and level of Twin City Hospital licensure and accreditation.

Billing Practices

Twin City Hospital has a formal process to review patient or other payer questions about charges expeditiously and resolve conflict, or discuss a question, without harassment or prejudice.

Twin City Hospital obeys fraud and abuse regulations and will not tolerate submission of any claims for reimbursement that are intentionally false, fraudulent, incomplete or fictitious.

All self-paying billing is sent an itemized copy of the bill with the Hospital Care Assurance disclaimer. All patients with insurance are sent appropriate statements after the insurance pays. The patient may request an itemized bill.

Relationships With Other Organizations

Twin City Hospital participates in activities that contribute to the ongoing development of its staff's body of knowledge.

Twin City Hospital works cooperatively and collaboratively with the community it serves, and the institutions it transfers and discharges its patients to, to provide comprehensive and adequate services to patients and their families.

Code of Corporate Conduct

To address stringent legal requirements and the increasingly complex ethical questions which face all employees, Twin City Hospital has developed a Code of Corporate Conduct. This document sets forth the ethical and legal principles which all Hospital employees and staffs, collectively and individually, are expected to uphold in the course of daily activity. The hospital has also developed a detailed explanation of the Code in the Corporate Integrity Guidelines, which provide examples of these principles in action.

Resolution of Ethical Concerns

An Ethics Committee will address concerns on an ad hoc basis. The committee will be comprised of:

- A Physician.
- Chairman of the Ethics Committee.
- Guest Relations Director.
- Chief Nursing Officer.
- Chaplain Representative.
- Social Services Representative.
- Chief Executive Officer or Chief Operating Officer.
- Hospital Legal Counsel as needed.
- Other parties as deemed necessary.

The committee will meet not later than seventy-two (72) hours of a reported ethics complaint. Otherwise, the committee will meet bi-annually to review policy and procedure, trends in practice/care as it relates to patient ethics. The physician chairman must attend annually (once) and as needed.