



## **MEDICAL STAFF CODE OF CONDUCT**

St. John's physicians and practitioners agree to abide by the following code of professional conduct throughout their membership on the St. John's staff. Violations may result in limitation, suspension or loss of membership and privileges on the St. John's staff.

1. Physicians/practitioners will not exhibit inappropriate, unprofessional, dishonest or disruptive behavior while on St. John's premises. Physicians/practitioners will treat all individuals at St. John's with courtesy, respect and dignity.
2. Physicians/practitioners will refrain from the use of profanity or similarly offensive language while on hospital premises. Physicians/practitioners will not, under any circumstances, shout or otherwise raise their voices with any individual at St. John's, including but not limited to, nurses, administrative staff or other employees, other physicians/practitioners, patients or visitors. This includes responding to any individual who calls to discuss concerns or issues regarding the physician/practitioner or his/her patients. Physicians/practitioners will not, under any circumstances, make discourteous comments, including but not limited to, name calling, or give discourteous orders or demands to any individual at St. John's, including but not limited to, nurses, administrative staff or other employees, other physicians/practitioners, patients or visitors. This includes responding to any individual who calls to discuss concerns or issues regarding the physician/practitioner or his/her patients. Physicians/practitioners will not, under any circumstances, criticize any individual at St. John's in front of or within earshot of any other individual at St. John's, including but not limited to, nurses, administrative staff or other employees, other physicians/practitioners, patients or visitors. The physician/practitioner will address any criticisms of or concerns about employees or staff members to the appropriate supervisor in a courteous manner and in private.
3. Physicians/practitioners will not record any inappropriate comments in medical records, including but not limited to, criticisms of any individual at St. John's, including but not limited to, nurses, administrative staff or other employees, other physicians/practitioners, patients or visitors. The physician/practitioner will address any criticisms of, or concerns about, employees or staff members to the appropriate supervisor in a courteous manner and in private.
4. Physicians/practitioners shall not threaten, physically or otherwise, any individual at St. John's, including but not limited to, nurses, administrative staff or other employees, other physicians/practitioners, patients or visitors.

5. Physicians/practitioners shall address any concerns or grievances they have with St. John's administration, other physicians/practitioners or St. John's employees in a direct and professional manner with the individual involved, in an effort to resolve the matter. Failing those efforts, physicians/practitioners shall present to the Chief of Staff or Chief of Service any concerns or grievances that they wish to be addressed about St. John's administration, other physicians/practitioners, and/or St. John's employees. Physicians/practitioners shall not communicate concerns or grievances regarding any aspect of patient care by other St. John's physician/practitioners or St. John's employees to the media or express them in any other public venue. Rather, physicians/practitioners shall use the established internal mechanisms to address such concerns or grievances.
6. Physicians/practitioners shall not solicit patients or patients' family members' participation in supporting the physician's/practitioner's point of view regarding a concern or grievance. Nor shall physicians/practitioners encourage patients or patients' family members to sue the hospital or other physicians/practitioners. Rather, physicians should encourage concerned patients to seek other opinions from appropriate physicians regarding their care.
7. Physicians/practitioners shall not violate confidentiality. They shall not violate patient confidentiality. They shall not repeat information shared in an executive session or peer review session of any Medical Staff meeting or Medical Staff committee meeting, outside of the session.
8. Physicians/practitioners shall not disrupt meetings.
9. Physicians/practitioners shall not impose requirements on the nursing staff or other physicians/practitioners that do not add value to patient care, but serve only to burden those individuals with "special" demands.
10. Physicians/practitioners shall refrain from sexual harassment, which is defined as unwelcome sexual advances, requests for sexual favors and other verbal and physical conduct of a sexual nature. Physicians/practitioners will refrain from practicing, facilitating or encouraging discrimination. Physicians/practitioners will refrain from falsely alleging sexual harassment or discrimination.
11. Physicians/practitioners will respect the customs and practices of their patients.
12. Physicians/practitioners will not knowingly disseminate information that is false, misleading or deceptive regarding the hospital or individuals associated with the hospital.
13. Physicians/practitioners will disclose to the appropriate authority any direct or indirect financial or personal interests that pose potential or actual conflicts of interest. Physicians/practitioners will accept no gifts or benefits offered with the expressed or implied expectation of influencing clinical decision making.