



Integrity Program, Compliance and Ethics, and Privacy Information for Volunteers

Dignity Health is committed to the highest standards of business ethics and integrity. Employees, **volunteers**, medical staff members, and contractors are expected to always conduct themselves in a manner that reflects integrity, and shows respect and concern for others. Dignity Health also expects employees, supervisors, vendors, volunteers, and medical staff members will treat one another with dignity, respect and courtesy. All of us as citizens, employees or volunteer care givers have a duty to adhere to rules and laws each day.

PRIVACY

- Take an active role to protect patient and confidential information
- You must use PHI only within the scope of your volunteer service.
- You may only access the minimum necessary information to complete your assignment.
- Do not share patient information while in public spaces where others might hear you or have access to
- Do not look through patient directory to “see who’s in the hospital”. Use PHI to assist you with performing your service and not for curiosity purposes.
- Confidential Information – Volunteers must not disclose confidential patient or business related information to unauthorized persons.
- Use the network for Dignity Health business only. Contents and history of a user’s network session and activity are property of Dignity Health.

THE DIGNITY HEALTH INTEGRITY PROGRAM

As a **volunteer** in a Dignity Health facility, you will be expected to know and follow our Standards of Conduct:

Ethical Conduct - You must represent Dignity Health accurately and honestly, deal fairly with its competitors, customers, and vendors.

Honest Communication - Dignity Health staff are expected to communicate with candor and honesty in performing their job assignment responsibilities.

Misappropriation of Proprietary Information - Dignity Health workers must not steal or misappropriate confidential or proprietary information belong to another person or entity.

Confidential Information – Volunteers must not disclose confidential patient or business related information to unauthorized persons.

Report Violations - It is the responsibility of every member of the workforce to report suspected violations of the Standards of Conduct, a breach of privacy or data security, applicable regulations or Dignity Health policy.

COMPLIANCE & ETHICS

We sincerely appreciate your contribution to Dignity Health. Dignity Health has a long and proud history of living our values. Maintaining an ethical culture is an obligation that each one of us shares.

Each day, as you go about your work, we ask that you:

- Seek guidance provided in the Dignity Health “Integrity Program: Standards of Conduct” booklet and/or policies when in doubt about your responsibilities;
- Refrain from involvement in illegal, unethical or other improper acts or any activity intended to defraud anyone of money, property or services;
- When requested, assist Dignity Health personnel and authorized outside personnel in investigating all allegations of violations.

REPORTING OR QUESTIONS/CONCERNS

For more information or to report any Compliance or Privacy concerns contact, Leslie Nelson, Corporate Responsibility Officer for Mercy Hospitals and Bakersfield Memorial. (661) 632-5029

