

## **CODE OF ETHICS (CONTINUING)**

### **Conceptual Design and Planning for the environment of Chicago Area Health Clinics by Access Community Health Network IPRO 340 Spring 2008**

#### **LAW**

Pressure: High volume of patients and short amount of time to sufficiently handle each patient's needs or concerns.

Risk: Leaving medical charts of patients in exam rooms or speaking too loudly so as someone else finds out another patient's personal information.

Risk: Speaking to another provider about a patient in front of another patient.

Measure: Patient complains and files a lawsuit because Health Insurance Portability and Accountability Act (HIPPA) law was violated.

Canon: We will be aware and abide by all laws pertaining to health care and the health facility.

#### **CONTRACTS**

Pressure: The health center is understaffed compared to the high volume of patients accepted and is unable to perform the necessary medical procedures for each patient.

Risk: Providers violate their professional contract by cutting corners in their services and not providing adequate care to patients.

Risk: Contracts are falsified and procedures are being billed, but not performed at the health center.

Measure: The health center receives complaints from patients who are not receiving satisfactory care and lawsuits are filed because of the falsification of contracts.

Canon: We will adhere to the terms of a contract or agreement regarding clients, patients, employees, and honor commitments made on behalf of the company.

## **PROFESSIONAL CODES**

Pressure: Providers are overworked and overwhelmed by the health center being understaffed and are unable to keep up with the updates and new system changes to the facility.

Risk: Provider is not familiar with the new patient process and patient's medical charts get mixed up or misplaced.

Risk: Provider does not know the new rules and regulations, and erroneously administer treatments or improperly utilizes medical equipment.

Measure: a) Another staff member notices the erroneous actions of a provider and files a complaint.

b) Patient complains about the poor quality of care and service at the health center.

Canon: We will consistently update our facility regulations and educate employees to create efficient and effective health care.

## **INDUSTRY STANDARDS**

Pressure: Little resources in money or time to maintain and update the health center according to industry standards, such as the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) standards.

Risk: Unsafe and inadequate treatment of patients in the outdated health center.

Risk: Falsification of the conditions of the facilities by staff members.

Measure: Fail an audit evaluation conducted under JCAHO standards.

Canon: We will abide by all industry standards for both our facilities and the environment of care.

## **COMMUNITY**

Pressure: Providing a community education class for all ages on sexual education to help raise awareness and promote education within the community.

Risk: Giving false or misleading information during a community education class.

Risk: Giving out contraceptives to minors where families do not agree or approve of pre-marital sexual relations.

Measure: a) Instructor of class is informed of providing wrong information to the public and receives complaints from the community.

b) Minor shows or informs guardian of the free contraceptives received from the sexual education class and guardian complains to the health center.

Canon: We will respect the values and beliefs of the people of the communities we serve.

## **PERSONAL RELATIONS**

Pressure: Provider is friends with the patient, and wants to maintain the friendship and help his/her friend out of a difficult situation.

Risk: The time and quality of care between patients may vary, and providers prioritize personal friends before other patients.

Risk: The provider overlooks the medical history of the patient because he/she personally knows the patient and provides the patient with inaccurate medical information.

Measure: Patients and facility staff complain about the unjust favoritism observed in the health center.

Canon: Regardless of personal relations with a patient or within the health center, honest and equal quality of health care will be provided.

## **MORAL VALUES**

Pressure: Provider struggles in making a medical decision regarding treatment due to the religious, cultural, or moral beliefs of the patient.

Risk: Provider insists patient abandon beliefs and comments negatively on those beliefs to persuade the patient.

Risk: Provider disregards the beliefs of the patient and administers treatment or medication.

Measure: Patient becomes offended and files an official complaint.

Canon: We will respect the moral values of patients and only advise treatment based on medical grounds and the patient's health as the first priority.

## **OVERARCHING STANDARD**

We will provide high-quality, community-based healthcare for ambulatory patients that is efficient and effective to the present and future communities that we serve.