



Medical Staff Service
110 S Paca Street, 8th Floor
Baltimore, MD 21201
410-328-2902
410-328-6433 fax

TO: Members of the Medical Staff

FROM: Elias Melhem, MD
President, Medical Staff Organization

RE: Code of Professional Conduct

The Medical Staff Organization of the University of Maryland Medical Center places highest priority on the values of professionalism and respect. These basic values are an essential foundation for quality patient care, a strong educational environment and a productive and fulfilling work environment for all.

In order to promote professionalism and respect, the Medical Staff Organization has developed a Code of Professional Conduct, which is attached. As President of the Medical Staff, I encourage you to read this document and to promote the principles that it embraces.

Please complete the portion below and return this cover page with your application. Thank you.

I certify that I have received, read, and agree to abide by the Medical Staff Code of Professional Conduct provided to me as part of the credentialing/re-credentialing process.

Signature

Date

Please print name

University of Maryland Medical Center
Medical Executive Committee
Code of Professional Conduct

The Medical Executive Committee of the University of Maryland Medical Center's Mission and Goals are as follows:

To provide and promote quality health care, emphasizing professionalism, respect and cultural sensitivity, we, the Medical Staff of the University of Maryland Medical Center:

Educate medical students, residents, fellows, and students from other health care professions;
Treat patients, providing care that is effective, efficient, timely, safe, equitable and patient-centered;
Learn continuously by conducting research that promotes the development and dissemination of better treatments to improve health outcomes;
Collaborate as full members of the health care team at the Medical Center, promoting professionalism, respect and customer service among all members of our health care community.

To fulfill our commitment as a medical staff to this mission and these goals, all members of the medical staff are expected to adhere to this Code of Professional Conduct in all their interactions with all patients, their families, colleagues, other health professionals, students, other trainees and the public.

The Code of Professional Conduct is a series of principles and subsidiary rules that govern professional interactions. The Code applies to all physicians at the UMMC involved in the clinical, teaching, research, and administrative activities of the UMMC.

Failure to meet the professional obligations described below represents a violation of the Code of Professional Conduct. Items marked with an asterisk (*) indicate behaviors that also may violate federal or state laws. Alleged infractions of the professional obligations of the Code will be dealt with by the appropriate disciplinary committees and processes.

1. Respect for Persons

The basis of all human interactions in this Center will be to treat each other with respect and dignity, no matter what station, degree, race, age, sexual orientation, religion, gender, disability and/or disease. To accomplish this we resolve to:

- Treat patients, families, colleagues, other health professionals, students, and teachers with the same degree of respect and dignity we would wish them to show us.
- Treat patients with kindness and gentleness.
- Respect the privacy and modesty of patients.
- Not use offensive language, verbally or in writing, when referring to patients or their illnesses.
- Not use offensive language when interacting with any others in the community.
- Not harass others physically, verbally, psychologically, or sexually.*
- Not abuse one's power or position for sexual and/or romantic ends.
- Not discriminate on the basis of sex, religion, race, disability, age, or sexual orientation.*
- Refer to patients by their names when in their presence not by their diseases or conditions.
- Treat all physicians, other health professionals, students, and other trainees as professionals in a professional manner.

2. Respect for Patient Confidentiality

The confidentiality of patient communication and information is the basis of professional care. To realize its achievement, we resolve to:

- Not share the medical or personal details of a patient with anyone except those health care professionals integral to the well being of the patient or within the context of an educational endeavor.*
- Not discuss patients or their illnesses in public places where the conversation may be overheard.
- Not publicly identify patients, in spoken words or in writing, without patients' permission.
- Not invite or permit unauthorized persons into patient care areas of the institution.
- Not share confidential passwords.
- Not look up confidential data on patients unless the information is necessary for the care of that patient.*

3. Honesty, Integrity

Honesty and integrity are the foundations of good physician-patient, professional-professional and teacher-student relationships. To this end, we resolve to:

- Be truthful in verbal and in written communications.
- Acknowledge an unanticipated outcome to colleagues and patients when the result of a treatment or procedure differs significantly from what was anticipated.
- Protect the integrity of clinical decision making, regardless of financial impact.
- Not knowingly mislead others.
- Not cheat, plagiarize, or otherwise act dishonestly.

4. Responsibility for Patient Care

Patients and Patient Care are our reason for being. To maintain our responsibility for their care, we resolve to:

- Obtain the patient's informed consent for diagnostic tests or therapies.
- Assume 24-hour responsibility for the patients under our care; when off duty, or on vacation, assure that our patients are adequately cared for by another practitioner.
- Not abandon a patient. If unable/unwilling to continue care, we have the obligation to assist in making a referral to another competent practitioner willing to care for the patient.
- Adhere to the RRC Duty Hour Requirements to ensure all trainees have adequate rest and sleep during their training.
- Follow up on ordered laboratory tests and complete patient record documentation conscientiously.
- Coordinate with our team about the timing of information sharing with patients and their families to present a coherent and consistent treatment plan.
- Charge patients or their insurers only for clinical services provided or supervised.*
- Not document items in the medical record that were not performed.
- Not abuse alcohol or drugs.

5. Awareness of Limitations, Professional Growth

Lifelong learning is critical to the competent practice of our profession. To achieve this end, we resolve to:

- Be aware of our personal limitations and deficiencies in knowledge and abilities and know when and whom to ask for supervision, assistance, or consultation.
- Know when and for whom to provide appropriate supervision.
- Have all patient workups and orders countersigned by the appropriate supervisor when in a student or trainee role.

- Avoid patient involvement when ill, distraught, or overcome with personal problems.
- Not engage in unsupervised involvement in areas or situations where not adequately trained or perform procedures beyond one's competence even when ordered or asked to by a superior or other person in a more powerful position.

6. Department as a Professional

Patients and their families expect appropriate dress and identification. To fulfill this, we resolve to:

- Clearly identify ourselves, our roles and our professional levels to patients and staff and wear a name tag.
- Dress in a neat, clean, professionally appropriate manner.
- Maintain professional composure despite the stresses of fatigue, professional pressures, or personal problems.
- Not introduce medical students as "doctor" or allow ourselves as medical students to be introduced as "doctor."
- Not write offensive or judgmental comments in patients' charts.
- Avoid disparaging and critical comments about colleagues and their medical decisions in the presence of patients.
- Avoid the use of first names without permission in addressing others, whether patients, family members, staff members or students.

7. Avoiding Conflicts of Interest

Conflicts of interest are common and inevitable. To avoid conflicts of interest undermining our science, practice and teaching, we resolve to:

- Declare all conflicts when lecturing, writing or serving on professional bodies.
- Resolve all clinical conflicts of interest in favor of the patient.
- Not accept non-educational gifts of value from for-profit companies such as drug companies or medical equipment vendors or suppliers. As of this writing, such gifts may not exceed \$50.00.
- Not refer patients to laboratories or other agencies in which we have a direct financial stake. *
- Not accept a "kickback" for any patient referral.*

8. Responsibility for Peer Behavior

Peer review, reporting and monitoring is part and parcel of our role as professionals who are allowed the privilege of self-regulation. Toward this end, we resolve to:

- Take the initiative to identify and help rehabilitate impaired physicians with the assistance of the Medical Staff's Professional Assistance Committee.
- Report serious breaches of the Code of Professional Conduct to the appropriate person [Procedures to be developed].
- Report illegal* acts to the appropriate internal authorities.
- Indicate disapproval or seek appropriate intervention observing less serious breaches.

9. Respect for Personal Ethics

Each individual's beliefs and ethical principles will be respected. Toward this end, we resolve to:

- Inform patients and their families of available treatment options that are consistent with acceptable standards of medical and nursing care.
- Respect patient wishes, including advanced directive, living wills, etc., consistent with acceptable standards of care.

10. Respect for Property and Laws

Adherence to the law is integral to professional behavior. To fulfill our commitment, we resolve to:

- Adhere to the regulations and policies of the University of Maryland, Baltimore, University of Maryland Medical Center, University Physicians Incorporated as they apply to us, e.g., policies governing fire safety, hazardous waste disposal, and universal precautions.
- Adhere to local, state, and federal laws and regulations.*
- Not misappropriate, destroy, damage, or misuse property of any of the Center's components.*

11. Integrity in Research

Integrity in performing research underlies the public's trust in awarding us the resources to perform such research. To maintain this trust, we resolve to:

- Adhere to the ethical, institutional and Federal regulations that govern research using human subjects and animals and the use of personal health information for research purposes.*
- Not minimize research-related risks and ensure that research participants have the information needed to make informed decisions about research participation.
- Maintain patient safety when performing medical research.
- Ensure confidentiality of all participants in human subjects' research.
- Report research results honestly and without exaggeration in scientific and scholarly presentations and publications, and to the public and press.
- Give proper credit to colleagues and others who participated in the research when publishing and presenting research results.
- Avoid potential conflicts of interest in research; disclose funding sources, company ownership, and other potential conflicts of interest in written and spoken research presentations and informed consent documents; and to promote objectivity in research by developing study designs that ensure against investigator bias.

Approved May 25th, 2004

Adapted from the Dartmouth Hitchcock Medical Center Code of Professional Conduct (with permission).