



ITHACA HEALTH ALLIANCE



Ithaca Free Clinic

CODE OF CONDUCT

- Shall apply to **all** volunteers and contractors involved with any aspect of the functioning, operations or committee activities of the Ithaca Health Alliance.
- All licensed health care practitioners shall practice within their **scope of practice**, as outlined in any applicable New York State licensing regulations. Any practitioner not bound by licensure shall practice according to applicable national standards set forth by any professional organizations relevant to their area of practice or expertise.
- **Patient and member confidentiality** shall be maintained at all times. No patient or member information shall be discussed in any public area. Any practitioner not directly involved in any given patient's care shall not access patient medical records, except when quality assurance activities may be assigned to that practitioner.
- In general, during actual clinic operations, no volunteer should be present in the Clinic unless **specifically assigned to work** that session. Exceptions may be made at the request of Alliance staff for the purpose of reviewing clinical operations and procedures.
- **No practitioner shall in any manner solicit patients** for his or her own private practice. Should a patient express interest in a given area of practice outside of or in addition to the Clinic setting, he or she shall be referred to the receptionist for a list of area clinicians and shall be asked to make private contact with the practitioner of his or her choice.
- **No practitioner shall promote** his or her expertise in the community in conjunction with his or her participation in the work of the Clinic, until and unless the manner and circumstances of such promotion have been approved by the Executive Director.
- All volunteers shall conduct themselves in a **professional and ethical manner** at all times and in any aspect of the Ithaca Health Alliance's operations or committee activities. All actions, verbal or written interactions and other behavior shall be such that the integrity of the Ithaca Health Alliance is maintained at all times and that such actions and behaviors **do not impede the process of the IHA toward achieving its goals and mission**. Concerns about operations, activities and/or personnel shall not be discussed outside appropriate IHA/IFC committee

activities. Professionalism shall also be applied to the dress code for all volunteers and/or contractors presenting in the clinical setting during business hours.

- The IHA Oversight Committee is responsible for **reviewing concerns** expressed by any volunteer, contractor or patient, for conflict resolution and for problem-solving and shall maintain the confidentiality and the dignity of any individual involved. This process shall include an impartial and objective review of any and all aspects of the concern involved.
- Should any volunteer have need of medical services and qualifies for a Clinic visit, he or she shall step out of their volunteer role and assume that of a patient and be **processed through the Clinic as would any other patient**, including registration, form completion and waiting their turn in the waiting room. No priority shall be given to any volunteer over other patients.
- **No criminal behavior** (such as theft), **discriminatory or prejudicial behavior, actions or speech shall be tolerated at any time.** Any such activity shall be cause for immediate suspension of the volunteer involved with follow-up and final recommendations to follow.

(Tear Off Here)



I, _____, have received a copy of
(Print Name)
the Ithaca Health Alliance **Code of Conduct**, and as a volunteer, and by my signature below, I agree that I have read, understand and agree to follow it.

Signature and Title (if appropriate)

Date

Date Filed in Personnel Record: _____