



CODE OF ETHICS AND CONDUCT

It is the responsibility of each member of Premier Nursing Service staff to exercise appropriate judgment, and conduct him/herself in a manner that reflects the highest standards of professional and personal ethics and behavior.

The following general areas are for the information and guidance of all staff in the Hospital Units. These guidelines are general and do not imply that conduct, not specifically prohibited, is allowed.

1. Staff members are to render care in a manner which enhances the personal dignity and rights of each patient. Any form of patient abuse and/or neglect will not be tolerated and staff members are to support Premier Nursing Service policy and procedure in this regard.
2. Interactions with all hospital patients, visitors, employees, physicians, vendors, etc., must be conducted in a courteous and professional manner at all times ensuring that Premier Nursing Service is always presented in the most favorable light.
3. Counseling of the patient regarding personal problems or involvement of staff in all hospital units discussions with patients outside the realm dictated by the physician or primary therapist, or in the plan of care, is discouraged and unacceptable.
4. Patients are to be dealt with equally and fairly and the selection of “favorites” is neither acceptable nor beneficial to any member of the patient group.
5. Appropriate language is to be used at all times in all hospital areas – patient, professional and public. Abusive, profane, threatening, demeaning language is not acceptable.
6. Touching patients, except in the direct delivery of care or by a greeting, is prohibited.
7. Socializing with patients and/or patient’s significant others outside of the facility is prohibited.
8. Socializing with patient’s and/or patients’ significant others after discharge from the Hospital is prohibited. Staff are not to call, date, nor develop personal or social relationships with patients, former patients, or family/significant others of patients, including giving of personal information or residential phone numbers. Staff should discuss with their manager, any matter of concern regarding their contacts with current or former patient/family members of patient’s significant others.
9. All staff will uphold all; rules and regulations related to patient confidentiality in all areas including patient care, public and non-patient care areas. These rules and regulations include but are not limited to the following:
 - Staff members are not divulge any information or records concerning any patient without proper authorization. Unauthorized release of confidential information may constitute ground for termination and/or civil action.
 - Discussions regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
 - Problems of a patient are not to be discussed with another patient.
 - Patients are not to be named or discussed with anyone in or outside of the facility who does not have the legal right to receive information about the patient.
10. Personal problems, concerns or personal life information of staff members are not to be discussed with any patient, patient group or family/significant others.
11. Staff are not to discuss disagreements or criticize other staff members or physicians within the earshot of patients/families/significant others. A professional difference of opinion must be discussed in an appropriate private space.
12. Behavior in patient areas and at the nurses station shall be oriented toward patient care. Personal reading and conversations, including personal phone calls, are not to be conducted in these areas.
13. Employees must avoid any situation which involves a possible conflict between their personal interests and those of Premier Nursing Service. Staff shall not solicit, and are encouraged not to accept gifts or compensation of any kind from any individual or agency outside of Premier Nursing Service as a consequence of their position at Premier Nursing Service.
14. Any inappropriate interactions between patients and staff, staff and staff, or staff and others within the hospital will be met with investigation and quick response within the framework of Premier Nursing Service policy and procedure.
15. Employees who are licensed or certified in any profession shall follow all applicable rules or professional codes of conduct pertaining to that profession, in addition to the rules herein.
16. All staff will adhere to the English proficiency and usage policy of Premier Nursing Service. English must be spoken in all public and patient care areas.

17. The Premier Nursing Service name badge must worn, at all times, above the waist with the employee's picture, name and title fully visible.
18. While at the hospital, all employees must follow these basic rules:
 - Eating and drinking are only permitted in the cafeteria, designated employee lounges, unit conference rooms and in private offices, when not in use for patient care.
 - Sleeping is not permitted on the Hospital premises.
 - Personal phone calls on the unit during work time are prohibited, except in emergency situations.
 - Assigned duties must be carried out in a time efficient manner as directed or delegated.
19. When entering a patient room and/or when greeting a patient, practice the following:
 - Knock before entering
 - Greet the patient by name
 - If it is first contact of the day, introduce yourself by name and title
 - Tell the patient why you are in the room
20. Dress code policy must be followed at all times while on the hospital premises. The Premier Nursing Service dress code includes but is not limited to the following:
 - Clothing must be clean, neat, and allow for quick, efficient movement as necessary in the performance of job duties including emergencies. Professional business attire is acceptable.
 - Unacceptable attire includes but is not limited to:
 - a. bare midriffs
 - b. low cut, tank, tube or sleeveless tops
 - c. transparent, provocative, excessively form fitting or revealing clothing
 - d. mini skirts
 - e. sweat (warm-up) shirts or pants
 - f. clothing with printed messages, caricatures or pictorial representations (e.g., university logos, beverage cans, cartoon characters) Note: Exception include business attire that is identified by small logo (e.g. Polo insignia).
 - g. applications that have the potential of falling off (e.g. sequins, glitter)
 - h. shorts
 - i. denim jeans (any color)
 - j. spandex tights or leggings
 - k. fishnet stockings
 - l. hats

Note: Exceptions to these guidelines may be made with the written approval of the manager when the job expectations demand different attire.

- Jewelry is to be kept at a minimum and be in keeping with the general safety and infection control practices for the employee and the patient. Long dangling earrings, large or excessive necklaces and/or bracelets and sharp rings are not acceptable.
 - Fingernails must be kept at a functional length and applications that may fall off, creating a hazard to patients, may not be worn. All staff must be able to push buttons and use the computer, if applicable to their position, without using the side of the finger or another object.
 - Hair must be neat and well groomed.
 - Shoes must be clean, in good repair, provide good support and protection and allow for quick and efficient movement as necessary in the performance of job duties including emergencies. Heels should not be more than two and a half inches high. Open-toed and open-back shoes are not permitted. Socks or stockings must be worn at all times.
21. Telephone courtesy guidelines include but are not limited to:
 - Answering the phone, preferable by the third ring.
 - Identify yourself by giving your department and name.
 - Identify the caller and what they are requesting.
 - When leaving the line by placing the caller on hold, ask the caller if he/she can hold the line and wait for the caller's response.
 - When returning to the line, thank the caller for waiting.
 - When you give the call to another person, inform them both that they have a call and who the caller is.
 - Try not to leave the caller holding for more than thirty (30) seconds. If you're having to handle several calls at the same time or are unable to find the requested information or person quickly, ask if the caller would prefer to wait or to be called back.
 - If the person receiving the call is not available, advise the caller of this and offer the options of speaking with someone else or leaving a message.
 - After taking a message, repeat the message to the caller to confirm that you have taken it down correctly and thank the caller.
 - When transferring a call, let the caller know that you are transferring the call and why. Also, identify the extension to which you are transferring in case the caller is inadvertently disconnected.

- Allow your voice to reflect courtesy and a smile. What and how you say what you say makes a difference.

22. Employees are to seek guidance from their manager when there are questions, concerns or problems with these rules or any other part of their employment.
23. Any violations of the Code of Ethics and Conduct will be investigated and may result in Disciplinary action up to and including termination, per Premier Nursing Service Policy and Procedures.

PROFESSIONAL AND ETHICS STATEMENT

As a contracted temporary staff member through PREMIER NURSING SERVICE, I agree to uphold the following Standards of Professionalism and Ethics as I carry out my duties as a Registered Nurse, Licensed Vocational Nurse, Certified Nursing Assistant or Licensed Psychiatric Technician.

I have read and understood the list of patient's rights. I will respect the patients as individuals with undeniable rights and individual needs.

I will always remember that I am to help provide a therapeutic environment for the patient and that I am there to help treat the patient and not for my own needs.

I will respect the confidentiality of the patient and will not disclose any information about medical, psychiatric, financial or personal history to anyone without being given proper authorization.

I will share with the regular staff any and all information given me by the patient that may bear upon treatment, recognizing that confidentiality does not mean keeping secrets with patients away from the rest of the staff.

I will work within the guidelines of each program to which I am assigned, and will perform my duties in accordance with assigned facilities' Policies and Procedures as well as Local State and Federal Laws and Ordinances.

I will keep the safety and well-being of the patient as my highest priority.

I will continually upgrade my skills in patient care and will always endeavor to provide the most professional care available.

I hereby signify that I have read and understood the above Statement of Professionalism and Ethics, and that I will adhere to the Principles contained herein. I certify that I have no criminal record and have no criminal charges against me.

I have read, received a copy of and agree to abide by the above Code of Ethics and Conduct. I understand that any breach of the above Code of Ethics and Conduct may be grounds for my immediate termination.