



Maimonides
Midwood Community Hospital

Code of Conduct

*Corporate Compliance Department
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TABLE OF CONTENTS

LETTER FROM THE PRESIDENT & CHIEF EXECUTIVE OFFICER.....	1
MISSION STATEMENT.....	2
VISION AND VALUES STATEMENT.....	2
INTRODUCTION.....	3
QUALITY OF CARE AND SERVICES.....	4
CONFIDENTIALITY.....	5
WORK PLACE BEHAVIOR AND EQUAL OPPORTUNITY.....	6
BUSINESS ETHICS AND COMPLIANCE WITH LAWS AND REGULATIONS.....	7/8
CONFLICTS OF INTEREST	9
CODING AND BILLING.....	10
SAFEGUARDING RESOURCES AND ASSETS.....	11
ENVIRONMENTAL CONSIDERATIONS.....	12
EMPLOYEES ISSUES AND CONCERNS.....	13



Maimonides
Midwood Community Hospital

LETTER FROM THE PRESIDENT & CHIEF EXECUTIVE OFFICER

A special message from the President & Chief Executive Officer, Barry Stern to the Employees, medical staff, and all other members of the Maimonides Midwood Community Hospital Facility



Maimonides Midwood Community Hospital takes pride in acting with integrity, fairness and honesty. This Code of Conduct sets forth the ethical principles that guide our delivery of patient care services, as well as the way we conduct business and behave in the workplace.

The Code supports our Hospital's Mission, Vision and Values as Statements. Because we feel so strongly about our ethical responsibilities, the Board of Trustees has adopted a formal Corporate Compliance Program and appointed a Director of Corporate Compliance to oversee it. The Code applies equally to everyone associated with the Hospital, the Board of Trustees, the Administration, the Medical Staff, and all Employees.

We believe that our employees are partners in maintaining an organization that adheres to the higher ethical and legal standards, and we expect that every employee will act with integrity in any job or endeavor undertaken on behalf of the Hospital.

Managers are expected to maintain open lines of communication with their employees and are encouraged to be especially sensitive and responsive to employee concerns about actual or potential code violations. All employees have a duty to report compliance issues, problems or concerns. If you observe instances in which the Code is not being followed contact a supervisor, a senior management member, or the Office of Corporate Compliance at 718-283-6608. You can also make a confidential report to the Compliance Hotline 24/7 365 days a year by calling 800-585-7970. You will be protected from retaliation or retribution for reporting in good faith.

Please read this booklet carefully, paying particular attention to those aspects of the Code that apply to your area of responsibility, and use the information to guide your work at Maimonides Midwood Community Hospital.

Sincerely,

Barry Stern
President and Chief Executive Officer

MISSION STATEMENT

Maimonides Midwood Community Hospital is committed to provide quality care with compassion and dignity to all patients and to the community.

We the hospital staff recognize these values and our role in fulfilling our Mission.

We are: Committed to our **Patients**, Committed to **Leadership** and Committed to **Excellence**.

VISION STATEMENT

Maimonides Midwood Community Hospital with linkage to the community provides inpatient Medical and Surgical Services. We see ourselves as a center for excellence in Cardiac, Pulmonary, Ophthalmology, and Orthopedic Medicine focusing on individualized attention and care.

Maimonides Midwood Community Hospital and Maimonides Medical Center have joined to provide the highest level of specialty care for patients in the communities we serve.

VALUES STATEMENT

Maimonides Midwood Community Hospital is a caring place. Patients are received and treated with the utmost respect and dignity.

Our Medical Staff Members and employees treat each other professionally and with respect and dignity.

We are a friendly place.

We are a team that is motivated to pursue our mission.



INTRODUCTION

This Code, based on principles outlined in our Vision, Values and Principles of Behavior and, serves as the foundation of our Corporate Compliance Program. It applies equally to everyone.

- To maintain an effective compliance program, we must all cooperate willingly and participate actively.
- We must report concerns or issues regarding noncompliance to those who can resolve the problem.
- We may report our concerns to any of the following individuals or departments, our Manager/Supervisor, Human Resources and the Director of Corporate Compliance.
- We understand that we can report issues or problems without fear of retaliation from anyone connected with the organization as long as the reporting is done in good faith.

We recognize that we must act in accordance with the Code and conform to its standards, policies and procedures. We are aware that failure to do so can result in serious consequences for the individual employee or medical staff member, as well as for the Organization.

While the Code is designed to provide overall guidance, it does not address every situation. More specific guidance is provided in the Corporate and Medical Staff Bylaws, Director of Corporate Compliance and/or the Personnel (Human Resources) manual and the Hospital Departmental Organization Policy and Procedure manuals.

If questions or concerns persist about a compliance issue, we should contact the Office of Corporate Compliance at 718-283-6608, kkofman@maimo.org or the confidential Helpline at 800-585-7970.



Maimonides

Midwood Community Hospital

QUALITY OF CARE AND SERVICES

We will provide high quality care and skilled, compassionate, reliable service to our patients and to our community in a safe and healing environment. We will act in accordance with the provision of the Patient Bill of Rights, as well as adhere to the following principles.

- We will honor the dignity and privacy of each of our patients and will treat them with consideration, courtesy and respect.
- We will provide appropriate and timely care to all patients without regard to race, religion, age, gender, national origin, sexual orientation, disability or military status.
- We will, when a patient presents with an emergency medical condition, provide that patient with a screening examination and stabilization of any emergency condition in accordance with applicable laws, rules and regulations, regardless of the patient's ability to pay.
- We will transfer a patient only after the patient has been medically stabilized and an appropriate transfer has been arranged.
- We will have a qualified practitioner properly evaluate every patient before initiating a treatment plan.
- We will provide patient care that conforms to acceptable clinical and safety standards.
- All individuals employed to meet the needs of our patients will have proper credentials, experience and expertise necessary to perform their duties.
- We will maintain complete and thorough records of patient information to fulfill the requirements set forth in our policies, accreditation standards and applicable laws and regulations.
- All patients asked to participate in a research project will be advised of risks and benefits, as well as alternative services or treatment available. In addition, a patient's refusal to participate will not in any way affect his/her access to care or services provided by the Organization.
- We will support and promote a continuous quality and performance improvement program throughout the Organization.
- We will continuously strive toward a culture of patient safety.

CONFIDENTIALITY AND PRIVACY

We are committed to maintaining the confidentiality of patient and other information in accordance with legal and ethical standards. Breaches of confidentiality will not be tolerated.

- We will adhere to all established confidentiality and privacy policies and procedures and the laws including the Health Insurance Portability and Accountability Act (HIPAA).
- We will respect the privacy of our patients and fellow employees.
- We will actively protect and safeguard patient information and patients' personal information including social security numbers.
- We will access a patient's chart or medical data only when we are involved in that patient's care, or when we need access to the chart because of administrative, teaching or research requirements.
- We will not reveal information unless it is supported by a legitimate clinical or business purpose, in compliance with organization's policies and procedures, the Medical Staff Bylaws, and applicable laws, rules and regulations.
- We will not discuss patient information in any public area, including elevators, hallways and dining areas.
- We will not use or share "insider information," which is not otherwise available to the general public, for any direct or indirect personal gain or other improper use.
- We will exercise care to ensure that confidential and proprietary information is carefully maintained and managed to protect its value.
- We will not disclose other Organization financial information, including our financial performance and contract pricing for goods and services, without appropriate approval.
- We will treat salary, benefits, payroll, personnel files and information on disciplinary matters as confidential information.
- We will maintain computer workstations and access codes in a confidential and responsible manner. We will not share computer identification information and passwords.



WORK PLACE BEHAVIOR AND EQUAL OPPORTUNITY

We will treat all people with respect, dignity and courtesy. We recognize that our greatest strength lies in the talent of our staff who create the Organization's success and determine its reputation.

- We will provide employees nondiscriminatory terms, conditions and privileges of employment, regardless of race, color, religion, sex, sexual orientation, national origin, age, marital status or military status, and without regard to the disability of qualified persons within the meaning of the applicable law.
- We will provide equal opportunity to all employees and applicants for employment without regard to race, color, religion, sex, national origin, citizenship status, marital status, veteran status, age, pregnancy status, sexual orientation and without regard to the disability of qualified persons within the meaning and subject to the conditions of applicable federal, state and city laws.
- We encourage teamwork and create structures, processes and programs that enable a positive culture to flourish. Disruptive behavior that intimidates others and affects morale or staff turnover will not be tolerated and will be addressed appropriately.
- We will not permit any act of retaliation or reprisal against an employee who in good faith reports a violation of law, regulation, standard, Organization policy or Code of Conduct.
- We support an alcohol, drug and smoke free workplace and abide by Organization policies prohibiting illegal possession, distribution, use or being under the influence of illegal drugs, alcohol or other substances.
- We expect all employees and staff to conform to the standards of their profession as and exercise appropriate judgment in the performance of their duties.
- We will screen all prospective employees to assure that they have not been sanctioned by any regulatory agency and are eligible to perform their designated responsibilities.
- We are aware that every Organization manager is responsible for creating a work environment in which ethical concerns can be raised. If an employee raises an ethical question or concern, the manager must address it. If a manager does not know how to respond, he or she should seek assistance through the chain of command, the Human Resources Department, and/or the Director of Corporate Compliance.
- We will not engage in any disruptive or inappropriate behavior.

Examples of inappropriate behavior include: angry outbursts; verbal threats; or demeaning comments; swearing; throwing or breaking objects; bullying; shaming and censuring staff in front of others; insensitive jokes or remarks; and the threat or infliction of physical force or contact.

- We will familiarize ourselves and comply with the contents of the Hospital's Personnel. Policies and Procedure applicable to our employment and responsibilities at the Hospital.



BUSINESS ETHICS AND COMPLIANCE WITH LAWS AND REGULATIONS

We will follow the letter and spirit of applicable laws and regulations, conduct our business ethically and honestly, and act in a manner that enhances the organization's standing in the community and is sensitive to those whom we serve.

- We will make every effort to demonstrate honesty, integrity and fairness in the performance of our duties.
- We will report any practice or condition that may violate any law, rule, regulation, safety standard, Organization policy or the Code of Conduct to appropriate levels of management, Human Resources or the Office of Corporate Compliance.
- We will adhere to all applicable laws, regulations and professional standards regarding financial reporting and disclosures. We will submit accurate claims and reports to the federal, state and local governments.
- We are strictly prohibited from giving or receiving any form of payment, kickback or bribe to induce the referral or the purchase of any healthcare service.
- We will not offer any improper inducement or favor to patients, physicians or others to encourage the referral of patients to our facilities.
- We will not accept any improper inducements or favors from vendors to influence our patients or others connected with the organization to use a particular product or service.
- We will avoid agreements or other actions that may unfairly restrain trade or reduce competition.
- We will be aware of situations that may present potential antitrust and avoid inappropriate discussions with competitors regarding business issues. This includes prices for goods and services, salaries and benefits, payment rates and business plans.
- We will market and advertise accurately and in compliance with laws and regulations.
- We will verify that our contracts for services to be provided to the Hospital are in compliance with the Anti-kickback and Stark laws. All payments by the Hospital must be supported by appropriate documentation.
- We will procure, maintain, dispense and transport drugs or other controlled substances used in the treatment of patients according to applicable laws and regulations.
- We will not make any verbal or written false or misleading statements to a government agency or other payer.
- We will not pursue any business opportunity that requires unethical or illegal activity.
- We will provide reports or other information required to be provided to any federal, state or local government agency are on time, accurate and according to applicable laws and regulations.
- We will comply with federal regulations regarding government contracts and programs in which we participate. We will provide managers and employees who work in relevant areas with knowledge of the governing rules and regulations.
- We will not engage in lobbying activities on behalf of the organization that are inconsistent with the Organization's tax-exempt status.
- We will conduct fundraising in accordance with all applicable laws and regulations and Organization policies and procedures.



Maimonides
Midwood Community Hospital

We will adhere to the Hospital's policies and procedures relating to Business Ethics and Compliance, including the following:

- * Billing and Claims Reimbursement
- * Business Travel and Entertainment
- * Code of Conduct
- * Conflicts of Interest- Gifts and Gratuities
- * Corporate Compliance Auditing and Monitoring
- * Corporate Compliance Plan
- * Employee Compliance Helpline Operations
- * Employee Compliance Training
- * Federal Deficit Reduction Act of 2005 Fraud and Abuse Provisions
- * Medical Sales Representatives
- * Non-Retaliation
- * Organizational Ethics
- * Sanctions Screening

CONFLICTS OF INTEREST

We will perform our duties on behalf of the Organization and its patients. We will avoid conflicts or the appearance of conflicts between our own interests or an outside interest and the interests of the Organization.

As we conduct business on behalf of Maimonides, Midwood Community Hospital we are required to put MMCH's interests ahead of any outside business, commercial or personal interest. We will disclose any outside interests or activities, contracts, and relationships that may be in conflict with the interests of MMCH. A conflict of interest may exist if your outside activities or personal interests influence or appear to influence your ability to make objective decisions in the course of your job responsibilities, or the demands of your outside activities hinder or distract you from performing your job. MMCH has developed a Conflicts of Interest Policy COMPL-020, which describes the process whereby trustees, directors, officers and key management members are required to disclose potential conflicts on an annual basis. Per the policy, anyone employed by or otherwise affiliated with MMCH must promptly disclose potential conflicts as they arise to the appropriate persons. MMCH promptly investigates all reported conflicts and, in the event that we determine an actual conflict exists, we take appropriate actions and safeguards to protect MMCH's interests.

If you are presented with a situation that may involve an actual or potential conflict of interest, ask yourself these questions:

- Could my outside professional activity or relationship compromise, or appear to compromise, my professional judgement?
- Could I, or a friend or family member, benefit from my involvement in this activity?
- Could this activity interfere with my ability to do my job?
- Will this activity cause me to put my own interests ahead of Maimonides' interests?
- Do I need prior notice and/or approval for this outside activity?
- Would I be embarrassed if this matter/activity became public knowledge?
- Could this activity damage Maimonides' reputation?



CODING AND BILLING

We will code and bill accurately and document the services rendered and the amounts billed. Communication among the clinicians, the coders and the billers is required so that accurate information is provided.

- We will maintain appropriate documentation to support coding and billing.
- We will bill for services according to medical necessity guidelines established by the various payers.
- We will code and bill only for services that were actually rendered.
- We will properly train staff and provide them with coding and billing updates in a timely manner.
- We will notify the payer of payment errors and process refunds promptly and accurately.
- We do not routinely waive patients' coinsurance and deductibles. However, when it is done, it will be in accordance with established rules, policies and procedures.
- We will maintain complete and thorough records to fulfill requirements set forth in our policies and procedures, accreditation standards and applicable laws and regulations.
- We will continually evaluate our coding and billing activities to identify areas for improvement. We will make special note of concerns identified by regulators (e.g. laboratory services, clinical trials, bad debts, transfers) to mitigate the risk of improper billing.
- We strive to identify errors, report them to our managers or the appropriate Organization authority and correct them in a timely and appropriate manner.
- Our billing is the result of complete and accurate coding, which is based upon complete and accurate documentation of all diagnoses and procedures.

SAFEGUARDING RESOURCES/ASSETS

We will protect our assets and the assets of others entrusted to the Organization against loss, theft or misuse. This includes physical and intellectual property.

- We will maintain internal controls within our areas of responsibility to safeguard the organization's assets and ensure the accuracy of financial statements and all other records and reports.
- We will use Organization property appropriately and take measures to prevent any unexpected loss of equipment, supplies, materials or services. We are aware that managers must approve any personal use of Organization equipment, supplies, materials or services.
- We will report time and attendance accurately and will work productively while on duty.
- Travel and entertainment expenses should be consistent with our job responsibilities, the organization's needs and in accordance with organization policy.
- We will issue and maintain financial reports, accounting records, research reports, expense accounts, time sheets and other documentation that are accurate and clearly reflects the true nature of transactions.
- We will follow the laws regarding intellectual properties, including patents, trademarks, marketing, copyrights and software.
- We will not copy organization computer software unless it is specifically allowed in the license agreement.
- We will adhere to established policies and procedures governing record management and comply with the record retention and destruction policies/schedules for our departments.

ENVIRONMENTAL CONSIDERATIONS

We will provide a safe and secure environment for patients, staff and visitors.

- We will consider the safety and security of patients, employees and medical staff in all of our activities.
- We will report any unsafe condition to our manager, the Safety Officer or someone else in authority to correct the problem.
- We will exercise good judgment with regard to the environmental aspects of the use of Organization buildings, property, laboratory processes and medical products.
- We will comply with established Safety and Infection Control policies and procedures, which are intended to avoid job-related hazards and ensure a safe work environment.
- The Hospital is a smoke-free environment and we will comply with established policies in this matter.
- We will comply with all law and regulations governing the handling, storage, use and disposal of hazardous materials, other pollutants and infectious wastes.
- We will comply with permit requirements that allow for the safe discharge of pollutants into the air, sewage systems, water or land.
- We understand that the Organization will pursue initiatives based on specific threats on-site or in our community.
- We will report any possible violation of the organization's Safety policies and procedures, laws, regulations or standards to our manager or supervisor. If we are not satisfied that the issue has been addressed, we will notify the Safety Office or the Office of Corporate Compliance.
- Any individual working at the Organization is required to wear the appropriate identification card. If asked, an employee, member of the medical staff or other healthcare provider will identify themselves by name and department.



EMPLOYEE ISSUES AND CONCERNS

It is our responsibility to understand and comply with applicable rules, regulations and laws that govern the Organization and its employees. We will also comply with The “Code of Conduct” and “Principles of Behavior.” We understand that violating the principles of the Code can result in corrective action, up to and including termination.

- If there is a question or concern about a situation that appears to be illegal or unethical, we may first seek guidance from our manager. If we are uncomfortable addressing the issue with our manager or the manager has failed to address the issue in a timely manner, we will inform one of the following: senior management, Human Resources or the Director of Corporate Compliance.
- Management is responsible for responding to issues or concerns identified by employees. If a manager is unable to respond to an employee, he/she is encouraged to seek guidance from a superior and, if necessary, the Corporate Compliance Officer.
- We are aware that the organization has established a toll-free Compliance Helpline. The number is 1-800-585-7970 and it operates 24 hours a day, seven days a week. The Compliance Helpline is operated by an outside organization and can take calls in English and in Spanish. Reports received by the Helpline will be investigated promptly by the Office of Corporate Compliance. Calls may be made anonymously, and every effort will be made to ensure the confidentiality of the information provided.
- In addition to other issues, the Helpline may be used to report complaints regarding accounting, internal accounting controls or auditing matters related to the accuracy or integrity of the Organization’s financial statements.
- We may report concerns or raise questions through any of the aforementioned channels. We are aware that employees who fail to report a suspected or known violation of the Code of Conduct or other policies and procedures may be subject to corrective action.