

AWADH DENTAL COLLEGE AND HOSPITAL

A UNIT OF MANGLAWATI SEWA SADAN TRUST

CODE OF CONDUCT

INTRODUCTION AND PURPOSE

Our Trust has entrusted Awadh Dental College and Hospital/ADCH to provide quality and specialized health care to our patients and residents and to conduct our activities with integrity, dignity and professionalism. Our code of conduct is a written standard of behavior based on our organization's mission and value and provides guidance to our employees to ensure our work is done in an ethical and legal manner.

It is important that each employee become familiar of the standards listed in this Code of Conduct.

Refer to this Code of Conduct often in case of difficult situations and decisions may arise in your daily work where you may have to apply these standards. The sole purpose of the Code of Conduct is to ensure that no matter what decision we make, either on an organizational or personal level, that it meets our value standards.

MISSION STATEMENT

Investment in the development of people commitment to continuous improvement. Accountability to those we serve. Responsiveness to the health care needs of the community. Excellence in primary health care. Vision and value Statement of Awadh Dental College and Hospital, in recognition of its mission, will service: To provide the quality primary hospital and nursing facility services needed by the community. To develop a system of health care service in partnership with the hospital's dental staff, and the community, in order to provide the most appropriate care to the greatest number of people in need.

PEOPLE

We value all people: those we serve and those with whom we work, we encourage people to express ideas and consider suggestions from others. We work together as a team and treat each other with respect, and as customers of each other.

SERVICES

We value listening, caring and being sensitive to the needs of others. We respond to patients, family members, community members, each member of the hospital team, and whomever else we may serve in a manner that clearly indicates our desire not only to meet their needs, but also to exceed their expectations.

COMMUNICATIONS

We value continuously improving upon everything we do to achieve excellence in performance. This continuous improvement applies to people as well, and we encourage personal growth and learning for all members of our team.

RESOURCE USE

We value our resource and recognize that we will fulfill our mission only if we successfully manage our financial and other resources. Therefore, we actively create innovative, collaborative, cost-effective system throughout the organization to continuously improve the management of all resources used.

PATIENT CARE

Awadh Dental College and Hospital is committed to delivering quality care to patients and residents in a compassionate and respectful manner. It is important to remember the rights of each patient/resident and to apply those rights in every situation.

Patients and residents have the right to:

Considerate and respectful care

Personal Privacy and security

Be well informed about decisions regarding his/her care and to be fully informed of all resources available.

Confidential Treatment of all communications and dental records

Review his/her own dental record

Consent to or refuse treatment

Expect the hospital to provide necessary care to the best of its ability without regard to sex, cultural, economic, educational, or religious factors Spiritual care

A clearly explained procedure for the submission of a written or verbal grievance to the hospital.

EQUAL EMPLOYMENT OPPORTUNITY

Awadh Dental College and Hospital is committed to a work environment that promotes fairness and mutual respect. No person may be discriminated against concerning hiring, performance evaluation, career development, compensation, discipline, and termination or any other term or condition of employment because of such person's age, race, religion, sex, disability, national origin, or marital status. No employee shall engage in any type of conduct that could be constructed as sexual harassment or other illegal harassment. We strive to create a culture that is based on equality and the awareness of the rights of individuals.

SAFELY AND ENVIRONMENT LAW

Awadh Dental College and Hospital is committed to providing a safe and healthy work environment. Our policies have been developed to protect you from potential workplace hazards and are in accordance with government rules and regulations. You should become familiar with and understand how these policies apply to your specific job responsibilities. Seek advice from your department manager/supervisor or the hospital safety officer whenever you have a question or concern.

It is important that you advise your supervisor or department manager of any workplace injury or any situation presenting a danger of injury so that timely corrective action may be taken to resolve the issue.

It is our policy to comply with all environmental law and regulations that relate to our hospital/long term care facility operations.

Follow all requirements for the proper handling of hazardous material and immediately alert your supervisor, department manager, or safety officer of any situation which may be potentially damaging to our environment.

DRUG FREE WORK PLACE

Awadh Dental College and Hospital recognizes that unlawful use of drugs and alcohol in the workplace in pair's safety and health, lower productivity and quality of care, and undermines public confidence in our work. Accordingly, it is the hospital's policy to maintain a workplace that is free form the effects of drug and alcohol abuse. Refer to the hospital personnel policies for more detail on this and other issues concerning personal conduct.

CONFLICT OF INTEREST

Awadh Dental College and Hospital employees may not receive gifts or discounts with cash value from suppliers that are not available to all hospital employees. Gifts may be intended to influence purchase decision based on factors other than quality, price, suitability and timing. This practice is illegal. To forbid the appearance of impropriety decline gifts. (This Policy is not intended to forbid the giving or receiving of common, non-cash gifts of gratitude from patient families.)

It is the responsibility of each employee to preserve our hospital and long term care facility resources including time, materials supplies, equipment, and information. Resources are to be used for related purposes.

Awadh Dental College and Hospital intends to comply with all copy right and software licensing laws. An employee may not make copies of computer software programs for any purpose or load unauthorized programs on computer without permission from the software Designer Manager. As a general rule, the personal use of any hospital resources without prior approval from your supervisor or department head is prohibited. The occasional use of items such as the telephone where the cost to the hospital is insignificant is in accordance with other personal policies. Any community or charitable use of hospital resources must be approved in advance by your supervisor or department manager. Any use of ADCH resources for personal financial gain unrelated to Awadh Dental College & Hospital is prohibited.

CONFIDENTIALITY – PATIENT / RESIDENT

Any patient information obtained by Awadh Dental College & Hospital is confidential. Information concerning patients must not be shared with any individual without written consent of the patient / resident or legal guardian except for purposes of treatment, payment or operations. Each patient receives a copy of our Patient Privacy Notice that explains their right to privacy of their protected health information, within the hospital, information sharing concerning patients or residents should only be with those providers or hospital employees that have a legitimate Dental or business reason to know.

ETHICAL CONDUCT

We value the trust placed in our institution by others and ourselves, therefore we should strive to use the best judgment and highest ethical standards in all our business and personal dealings, we will conduct ourselves with honesty, fairness and integrity, treating others, as we would wish to be treated.