



Medical Center

Department of Clinical Laboratory & Anatomic Pathology

To: All Laboratory Staff

From: Cedric Bol, Interim Lab Director

Cedric Bol
May 17, 2021

Subject: Professional Conduct in the Workplace, Hospital Wide Policy HW 400.4

Date: May 17, 2021

General Directive to all Laboratory Staff:

RUHS Medical Center Department of Clinical Laboratory & Anatomic Pathology is a Department that embodies the highest aspirations for the people we serve. The high expectations should be considered for all aspects of the Clinical Laboratory and that the staff be measured at the highest standards of conduct, competence, and performance expected of RUHS Medical Center.

All staff have a responsibility to contribute to the goals of RUHS and to ensure that their conduct is consistent with the standards of conduct established by Hospital Wide Policy HW 400.4.


The achievement of success for the Clinical Laboratory is mandated by all Laboratory personnel. Responsibility for ethical behavior and professional conduct lies with all staff members at all levels, and must be taken seriously, as it forms the basis of the Clinical Laboratory's reputation. The trust placed in the Clinical Laboratory by our fellow Departments within RUHS must never be taken for granted. It is therefore essential that all staff members know and understand HW 400.4 and utilize it as a guide for thought and action. Moreover, HW 400.4 is not intended to cover every situation or problem that may arise, staff members are encouraged to seek guidance and assistance from Laboratory Leadership and Human Resources in order to resolve issues and ensure the ethical performance and discharge of their professional responsibilities.

HW 400.4 applies to all Clinical Laboratory personnel, independent of their location or grade, and including Temporary Assignment Positions/Per Diem personnel.

The leaders of the Clinical Laboratory Department hold all staff, including leadership, to the highest expectations of Integrity, Accountability, Independence and Impartiality, Respect, and Professional Commitment.

All Personnel in the Department of Clinical Laboratory & Anatomic Pathology are responsible for their own professional and personal conduct.

RIVERSIDE UNIVERSITY HEALTH SYSTEM
Housewide

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Title: <p style="text-align: center;">Personnel Conduct</p>	Effective Date: <p style="text-align: center;">7/25/2019</p>	<input type="checkbox"/> RUHS – Behavioral Health <input checked="" type="checkbox"/> RUHS – Community Health Centers <input checked="" type="checkbox"/> RUHS – Hospital Based Clinics <input checked="" type="checkbox"/> RUHS – Medical Center <input type="checkbox"/> RUHS – Public Health <input type="checkbox"/> Departmental	
Approved By: <div style="text-align: center;">  Jennifer Cruikshank CEO/ Hospital Director </div>		<input type="checkbox"/> Policy <input checked="" type="checkbox"/> Procedure <input type="checkbox"/> Guideline	

1. RESPONSIBILITIES

- 1.1 Executive Administration will ensure compliance to this policy and procedure.
- 1.2 Personnel will:
 - a. Conduct themselves appropriately during interactions with other members of the workforce, patients, and visitors.
 - b. Restrict physical contact to that commonly associated with professional business and patient care interactions.

2. PROCEDURES

- 2.1 Prohibited Behaviors. All personnel will be subject to disciplinary action up to and including termination for any inappropriate or unprofessional conduct. Behavior prohibited includes but is not limited to:
 - a. Dishonesty.
 - b. Incompetence.
 - c. Inefficiency or negligence in performance of duties.
 - d. Neglect of duty.
 - e. Insubordination or willful violation of an employee regulations, policies and procedures prescribed by the Board of Supervisors or policies and procedures established by RUHS – MEDICAL CENTER and/or its departments.
 - f. Absence without leave.
 - g. Conviction of a felony or any offense, misdemeanor or felony, involving moral turpitude, or any offense in connection with or affecting the employee's duties other than minor traffic violations. Conviction means a plea of guilty or *nolo contendere* or a determination of guilt in a court of competent jurisdiction.
 - h. Discourteous treatment of the public or other personnel.
 - i. Political activity in violation of federal or state law.

- j. Physical or mental unfitness to perform assigned duties.
- k. Substance abuse in violation of County of Riverside Board Policy C-10 *Alcohol and Drug Abuse Policy*.
- l. Making a material misrepresentation in connection with obtaining or maintaining employment or position.
- m. Conduct either during or outside of duty hours which adversely affects the employee's job performance or operation of the department in which he/she is employed.
- n. Failure to maintain the license, registration, certificate, professional qualifications, education, or eligibility required for the employee's classification or required by virtue of assignment to a specific unit or department, when the failure of the employee to maintain such requirements jeopardizes RUHS - MEDICAL CENTER licensing or accreditation or adversely affects the employee's ability to perform his/her job.
- o. Violation of Board Policy C-27 *Workplace Violence, Threats, and Securities* or RUHS - MEDICAL CENTER compliance plan, and/or policies and procedures, such as RUHS - MEDICAL CENTER policy No. 514 *Workplace Violence, Threats, and Securities*; and violations of the County's Board Policy C-25 *Harassment Policy and Complaint Procedures*.

2.2 Other Prohibited Conduct. Additional examples of conduct not permitted include but are not limited to:

- a. Borrowing or accepting money from patients, as well as selling things to patients and personnel.
- b. Discussing or revealing confidential information concerning any patient or RUHS - MEDICAL CENTER business matter to anyone not authorized to receive it.
- c. Posting information concerning any patient or RUHS - MEDICAL CENTER business to unauthorized websites.
- d. Accessing, using, or disclosing patient information that is not necessary for patient care.
- e. Personal interactions and socializing with prisoners.
- f. Gambling in County facilities, during County time, or on County property.
- g. Bringing, possessing, selling, or using alcoholic beverages in County facilities or on County property. Exception: Pharmacy can procure alcoholic beverages for patient use and can be in possession of them.
- h. Bringing, possessing, selling, using, or being under the influence of any illegal drugs in County facilities, on County property, or during County time.
- i. Returning to RUHS - MEDICAL CENTER after completing a shift, or on time off, to visit with patients or employees, unless visiting a patient during regular visiting hours.

- j. Leaving duty station unless authorized or at the time of relief by an oncoming shift.
 - k. Deliberate destruction, removal, or unauthorized use of County property, such as supplies and equipment.
 - l. Deliberate destruction, removal, or unauthorized possession or use of property belonging to patients, visitors, or other personnel, including but not limited to any meals, medication, or supplies intended for patient use.
 - m. Deliberate destruction, removal, or unauthorized possession or use of confidential documents or records, including but not limited to personnel records, patient records, interview results, computerized or hard copies of employee work performance records, or any other personnel or confidential material.
 - n. Sexually suggestive behavior or overtures.
- 2.3 Interaction Guidelines. By the nature of assignment, physical interactions/behaviors are necessary in many positions, classifications, and situations in order to provide appropriate service and medical assistance.
- a. Patient interactions will not be encouraged unless they are directly related to supervised treatment or social activities consistent with making their stay at the Hospital more pleasant. Special care should be taken to eliminate behavior which is inappropriate, in poor taste, or illegal.
 - b. Staff interactions shall demonstrate the highest degree of professional behavior and ethics when interacting with patients and their families/friends.
 - c. Staff should treat other staff in a professional and cooperative manner consistent with the RUHS - MEDICAL CENTER mission of providing a positive and safe work environment for all members of the workforce in order to promote the highest quality of patient care.
 - d. Any allegations of inappropriate behavior regarding the above may be subject to investigation and appropriate action taken as necessary and as consistent with applicable County and RUHS - MEDICAL CENTER policies and procedures.

3. REFERENCES

- 3.1 RUHS - MEDICAL CENTER Policy No. 514, Workplace Violence, Threats, and Securities
- 3.2 Board of Supervisors Policy C-10, Alcohol and Drug Abuse
- 3.3 Board of Supervisors C-23, Disciplinary Process Policy
- 3.4 Board of Supervisors Policy C-25, Harassment Policy and Complaint Procedures.
- 3.5 Board of Supervisors C-27, Workplace Violence, Threats, and Securities

Document History:

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