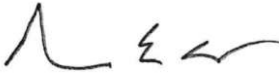



River Hospital
4 Fuller Street
Alexandria Bay, NY 13607

Subject: Compliance Code of Conduct	Approvals:
Department: Corporate Compliance	BOT Approved: 6/28/2023  Norm Snyder, Chairman of the Board
Effective Date: 6/2023	 Corporate Compliance Officer, Melanie Barton, CPC, CHTS-IS
Distribution: All	
Revised:	Reviewed:

Mission

“It is the mission of River Hospital to deliver vital patient centered healthcare, which ensures access to compassionate, comprehensive health and wellness for Northern New York Community.”

Vision

"To lead the advancement of rural healthcare, creating a healthier future for our community"

Core Values

“How we behave every day. Core values creates strong and clearly identifiable culture.”

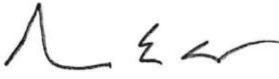

Teamwork - We are stronger together than we are apart.

- *Trusting*: I believe people have positive intention and wish to do a good job.
- *Collaborative*: I seek first to understand before being understood. I can adapt to a different path for the benefit of the organization.
- *Supportive*: I support those I work with by focusing on their strengths, while offering honest and constructive feedback.
- *Goal Oriented*: I understand our collective goals and I work in manner that advances them.

Compassion - We are consciousness of others distress and work to alleviate it.

- *Caring*: I demonstrate concern for others through kindness.
- *Empathy*: I seek to understand others’ experiences.
- *Respect & Dignity*: I demonstrate positive regard for the wishes, feelings, rights, cultures, and traditions of others.

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- *Boundaries*: I maintain professional boundaries and understand how to apply them to ensure my effectiveness.

Accountability - We ensure our actions result in positive outcomes for our organization, our patients, and our community.

- *Mission & Vision*: I understand the importance my role has on our organization's success.
- *Growth*: I seek opportunities to advance my skills.
- *Vulnerability*: I take responsibility for my mistakes and seek help when I need it.

Community - We value our deep and abiding connection to our community.

- *Service*: I recognize that I am here to serve those that need my help.
- *Inclusive*: I celebrate and welcome diversity to ensure accessibility for all.
- *Awareness & Advocacy*: I demonstrate an understanding of the needs of our community and advocate to meet them.

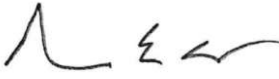

Integrity - We understand our roles and responsibilities.

- *Ethical*: I demonstrate alignment with my organizational and professional ethics.
- *Trustworthy*: I say what I mean, and I do what I say I am going to do. I do not over promise, and I am comfortable to share my limitations.
- *Roles & Responsibilities*: I work within my scope of practice. I understand the difference between delegation and abdication and make sure to follow up when needed.

Our Responsibilities to our Patients

We treat our patients with dignity and respect while providing professional and compassionate care.

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- Providing emergency medical treatment and stabilization to all patients regardless of their financial ability to pay under EMTALA.
- Protecting the patient’s right to privacy under the HIPAA laws.
- Mental health treatment following the OMH and DOH standards.
- A safe environment that is free of discrimination.
- Providing information for options available to assist them with their financial concerns.

Our Responsibilities as a Staff or Board Member

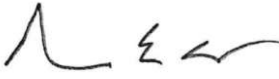

It is your role and responsibility to ensure that we follow all state and federal regulations, accreditation standards and River Hospital policies for a successful Compliance Program.

- Read the Code of Conduct and understand how it applies to you.
- Complete all annual training.
- Review and understand policies related to your department and your role as a staff or board member.
- Ask questions when you are unsure.
- Report violations or concerns when in question or identified.

Reporting of suspected violations can be completed through a dedicated Corporate Compliance/Privacy hotline 315-482-1190 anonymously, through the Corporate Compliance/Privacy Officer’s direct phone line 315-482-1115 or by email to mbarton@riverhospital.org directly.

When you report a concern in good faith you are protected from retaliation.

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Corrective and Disciplinary Action

The standards that are set within this Code of Conduct are expected to be followed. All members of River Hospital, Inc. including affected individuals will be held accountable for behaviors and actions inconsistent with the Code.

- The following examples are conduct and behaviors that can result in disciplinary action:
 - Reckless or intentional actions or behaviors that jeopardize the privacy and security of our patient’s personal health information.
 - Examples:
 - Accessing a patient’s chart outside of your job duties to satisfy yours or others curiosity.
 - Sharing PHI with a patient’s family or friend without their permission.
 - Participating in or failing to report a violation of law, regulation, or River Hospital Policies.
 - Accessing your own medical information, those of a family member or friend using your employee access which circumvents the expected process.

The type of corrective action and/or severity of the disciplinary action will be determined upon final review of the incident.