



## **California Association for Health Services at Home**

### **CODE OF ETHICS**

#### **PREAMBLE**

The California Association for Health Services at Home was founded by members who encouraged the development and delivery of high quality, home care services throughout California. In continuing to meet this goal, the association membership seeks to establish and retain the highest possible level of public confidence. With this in mind, the Board of Directors has adopted this Code of Ethics to govern the conduct of business by the association and its members. The standards set forth in the code serve as a statement to the general public and to governmental agencies that the association and its individual members stand for integrity and strive to maintain the highest ethical standards. The Code of Ethics is intended to inform members and the general public of the acceptable guidelines of ethical conduct for home care agencies. It is a condition of participation in the association that members abide by the Code of Ethics or risk expulsion.

The Code of Ethics is intended to serve as a foundation to our members in the following areas:

- Patients/clients rights and responsibilities
- Relationships to other provider agencies
- Responsibility to CAHSAH
- Fiscal/operational responsibilities
- Marketing and public relations
- Personnel

#### **PATIENTS/CLIENTS RIGHTS AND RESPONSIBILITIES**

Members shall treat their patients/clients with respect and dignity. Members shall recognize, observe, and uphold their patients'/clients' rights and shall provide care to their patients/clients in a manner that respects these rights and allows each patient/client the ability to exercise those rights.

Members shall provide care to patients/clients regardless of the patients/clients' race, creed, color, religion, sex, citizenship, national or ethnic origin, or other basis prohibited

by law. Members shall recognize, observe, and uphold each patient's/client's right to privacy and shall respect the privacy and confidentiality of patients/clients information at all times.

## **RELATIONSHIPS TO OTHER PROVIDER AGENCIES**

Home health, home care aide, hospice, home medical equipment providers, and home infusion pharmacies are only part of the continuum of care for patients/clients. Member agencies shall deal with other providers with integrity, honesty, and ethical behavior. Member agencies shall cooperate with other providers to the extent allowed by state and federal laws, including anti-trust laws, HIPAA, and fraud and abuse laws, to provide smooth transitions and continuity of care to patients/clients as they move along the continuum of care.

## **RESPONSIBILITY TO CAHSAH**

Members shall abide by the By-laws, policies, and Code of Ethics of the California Association for Health Services at Home and shall participate and contribute knowledge, experience, and talents to CAHSAH in order to foster a dynamic, progressive organization from which all members benefit professionally, and advance the cause of home care and hospice. Members shall promptly pay all dues to CAHSAH based on actual revenues received during the previous year.

## **FISCAL/OPERATIONAL RESPONSIBILITIES**

Members shall operate their agencies in compliance with all state and federal laws, rules, and regulations, including state and federal fraud and abuse laws where applicable, and in a manner that is lawful, ethical and sensitive to the needs of their patients/clients. Members should operate their agencies with integrity, honesty, and transparency. Members' accounting practices should result in accurate reports of revenues, expenses and net income. Members should accurately report other operational data and information as well. Members shall not knowingly or willfully submit inaccurate or fraudulent claims for services and shall only submit claims that are supported by documentation in the provider's files.

## **MARKETING AND PUBLIC RELATIONS**

Members shall not engage in misleading or false advertising. Oral and/or written statements to the public, patients/clients, and other health care providers shall honestly and accurately represent services, benefits, cost, and provider capability. Members shall not knowingly and willfully solicit, receive, offer, pay, or give anything of value to induce, or in return for, referring, recommending or arranging for, any state or federally reimbursable health care business. Members shall neither use coercion or harassment as a tool to recruit patients/clients, nor allow an employee or agent to use such tactics. If a member has knowledge of such actions by an employee, volunteer, subcontractor, agent or anyone else acting on behalf of the member, the member shall

take reasonable and necessary steps to report to the appropriate authorities. If a member is unclear of the process for reporting such actions, the member may utilize CAHSAH as a resource for directing them to the appropriate reporting authority.

## **PERSONNEL**

As established in CAHSAH Bylaws, members shall employ the majority of their field staff to meet the needs of their patients/clients. Members shall not knowingly or willfully violate any federal and state laws governing employee matters and employment, including, but not limited to, laws governing minimum wage, overtime pay, wage payments, equal employment opportunity, labor relations, and non-discrimination. Members shall only hire employees whose qualifications meet the requirements and skills needed to render care and, where applicable, meet state and federal laws and regulations requiring appropriate professional licenses, certifications, training, or other experience. Members shall, as required by licensure requirements and/or payer sources, provide appropriate training, supervision and on-going competency evaluations of their employees.