

14. OKTOBER 2023

# CODE OF CONDUCT

PRESENTED BY

*Dokus*

**ADVICE**



**Daniel Ogutu**

**1. CHAIRPERSON AND FOUNDER**

# DEFINITION

**O**ur Code of Conduct sets out the rules and values which all our employees must conform to. The code is reflective of our values and expectations, and outlines our ethical and environmental policies, to which everyone who works with DOKI'S ADVICE e.V. is required to adhere. It details our stance on HS&E, anti-bribery and corruption, anti-money laundering, human rights, corporate responsibilities and business and humanitarian ethics.

# INTRODUCTION

The Medical and non-medical Staff / the Hospital Community/the Faculty and Students working with Doki's Advice e.V. are committed to supporting a culture that values integrity, honesty, and fair dealing with each other, and to promoting a caring environment for patients, physicians, nurses, other health care workers and employees.

We endeavor to create and promote an environment that is professional, collegial, and exemplifies outstanding teaching, research and patient care. Towards these goals, Doki's Advice e.V. strives to maintain a workplace that is free from harassment. This includes behavior that could be perceived as inappropriate, harassing or that does not endeavor to meet the highest standards of professionalism.

**Disruptive conduct and inappropriate workplace behavior** may be grounds for suspension or termination of a contract / membership, or cancellation, suspension, restriction or non-renewal of Privileges.

Doki's Advice e.V. will follow due process for matters which have an impact upon a physician's privileges (or staff physician's employment / student's academic standings) and will abide by the Hospital's by-laws / Public Hospitals Act / Institutional policies.

## OUR FIVE PILLARS OF CONDUCT

**INTEGRITY**  
**OBJECTIVITY**  
**COMPETENCE**  
**CONFIDENTIALITY**  
**PROFESSIONALISM**

## OUR CODE OF ETHICS AND CONDUCT STANDARDS

1. Uphold the mission, values, and ethics of Doki's Advice e.V. (DA). Respect, integrity, compassion, collaboration, stewardship, accountability, and quality shall be incorporated into Doki's Advice e.V. (DA) day-to-day operations.
2. Continually work to improve the quality of patient care. DA will work to identify and meet the healthcare needs of the community it serves. The admission, transfer and discharge of patients are conducted in an ethical manner and in accordance with the application of local, state and federal regulations.
3. Treat patients in a manner that preserves their dignity, autonomy, self-esteem, civil rights, right to treatment, and involvement in their own care. Effectiveness and safety of care, treatment, and services shall not depend on the patient's ability to pay. Patient information shall be kept confidential to the extent allowed by law.
4. Adhere to open and honest business practices. No false or misleading information will be intentionally entered into the business records (including patient medical records) of DA. All business records shall be maintained for the respective retention period and in accordance with the appropriate department policy.
5. Comply with federal and state regulations and DA's policies and procedures for the accurate and timely submission of claims and other requests for payment from federal, state and private health care programs. Coding on the claims must be based upon appropriate supporting documentation in the medical record that reflects the reasonableness and necessity of the services provided.



6. Enhance the dignity and image of DA through positive public information. All DA employees and associates shall be honest in all public statements, advertising, and publicity.

7. Secure and keep confidential DA's business information.

8. Promote competitive procurement. Selection of subcontractors, suppliers, and vendors shall be made on the basis of objective criteria that include quality, technical excellence, price, delivery, timeliness, service, and maintenance.

9. Follow policies that are designed to prevent employing or billing for services rendered by an individual or entity that is excluded, suspended, debarred, or ineligible to participate in federal and state health care programs.

**10.** Decline all gifts and other incentives that would improperly influence relationships or business outcomes pursuant to DA policy. This policy applies to both the giving and receiving of gratuities. Board members and employees of DA shall disclose any direct or indirect financial or personal interests that pose potential or actual conflicts of interest.

**11.** Maintain a work environment that is free from harassment (sexual or other), coercion of any kind (especially to perform illegal or unethical acts), and discrimination on the basis of race, creed, color, sex, ethnic origin, age, or disability. DA acknowledges that a physician or employee may request to be relieved from participating in a patient's care or treatment in a situation where the prescribed care or treatment presents a conflict with deeply held cultural values, sense of ethics or religious beliefs. DA will not compromise patient care and treatment if such a request is granted.

- 12.** Identify and report potential or true adverse events and hazardous conditions, and implement and support performance improvement processes across the organization to promote the safety of patients, visitors, and the DA workforce.
- 13.** Comply with all legal and regulatory requirements that are applicable to DA and its operations. Business decisions shall not be made that compromise this Code, the Corporate Compliance Program, or the law.
- 14.** Report ethical and compliance violations to the immediate supervisor, the Corporate Department or the Doki's Board members.
- 15.** DA will protect the clinical decisions of the Licensed Independent Practitioner. The patient or appropriate representative has the right to share in and approve decisions related to his/her care.
- 16.** DA's workforce members will follow the ethical standards dictated by their respective professional organization when those standards are more stringent than this Code of Ethics.
- 17. Privacy, security, and freedom of expression:** Always keep in mind that we're asking people to put their trust in us with their sensitive data. To keep that trust, each of us must respect and safeguard the privacy and security of that information. Our security protocols place strict restrictions on who has access to and uses users' personal data and require us to secure user information from unauthorized access. Understand your obligations under these procedures; gather, use and access user personal information only as permitted by our security policies, privacy policies, and data protection laws.
- 18. Workplace health, safety, and security:** Partners may observe all safety rules and practices, cooperate with officials enforcing these rules and procedures, and take all required precautions to safeguard themselves and

other partners. They must also complete safety training and report any accidents, injuries, or dangerous activities or conditions. To strengthen workplace security, you may be familiar with and follow any work safety information and training provided to you.

**19. Drugs and alcohol:** We have a clear attitude on substance abuse: it is harmful to our employees' health and safety and we do not accept it. Our workplaces do not restrict the consumption of alcohol. Still, you may use caution and never drink in a way that affects performance, causes improper behaviour, endangers the safety of others, or breaks the law. Using illegal substances in our workplace or at sponsored events is strictly forbidden. Assume a Camp Supervisor has reason to believe that an employee's usage of drugs and alcohol is hurting their job performance and the safety of others at work. In that instance, the Supervisor can ask for an alcohol or drug test.

**20. Conflicts of interest:** We must all avoid potential conflicts of interest. When a personal interest or activity interferes with or appears to interfere with the tasks you perform or owe to our company, you have a conflict of interest. Even the most ethical individual can be influenced unknowingly by a conflict of interest. The mere appearance of a conflict can cause a partner's actions or integrity to be questioned.

Potential conflicts of interest must be brought to attention through the partner's manager or the vice president in charge of the partner's department or business unit, who will contact the NGOs Chairpersons, besides the yearly report. Disclosure can be made directly via Business Ethics and Compliance if the partner prefers.

**21. Inappropriate words :**

- a) profane, disrespectful, insulting, demeaning or abusive language; shaming others for negative outcomes; demeaning comments or

intimidation; inappropriate arguments with patients, family members, staff or other care providers;

- b) rudeness; boundary violations with patients, family members, staff or other care providers;
- c) gratuitous negative comments about another physician's care (orally or in chart notes); passing severe judgment or censuring colleagues or staff in front of patients, visitors or other staff; outbursts of anger; behaviour that others would describe as bullying;
- d) insensitive comments about the patient's medical condition, appearance, situation, etc.; and jokes or non-clinical comments about race, ethnicity, religion, sexual orientation, age, physical appearance or socioeconomic or educational status.

NOTE: Comments that are or may be perceived as being sexually harassing which are directed at patients may fall under the definition of sexual abuse. Such comments which are directed at non-patients may be professional misconduct.

**22. Inappropriate actions /inaction:** throwing or breaking things; refusal to comply with known and generally accepted practice standards such that the refusal inhibits staff or other care providers from delivering quality care; use or threat of unwarranted physical force with patients, family members, staff or other care providers; repeated failure to respond to calls or requests for information or persistent lateness in responding to calls for assistance when on-call or expected to be available; not working collaboratively or cooperatively with others; and creating rigid or inflexible barriers to requests for assistance/cooperation.