

Home Bound Healthcare, Inc.
Corporate
CODE OF CONDUCT

HOME BOUND HEALTHCARE, INC.

CODE OF CONDUCT

It is the mission of Home Bound Healthcare to maintain a work environment that promotes the highest ethical standards of business and care for its patients. Home Bound believes that the foundation of quality patient care and good business practices is rooted in compliance with Federal, State and local laws governing the provision of healthcare. Home Bound is committed to maintaining a work environment that promotes this ideal through all its activities and through strict adherence to the following Code of Conduct:

I. QUALITY CARE

- A. We provide medically necessary care (nursing, social work, therapy and aid services) to the people of our community without regard to race, nationality, religion, sex, age, disability, sexual orientation, or ability to pay. Decisions about medical care are determined by the patient's physician with acceptance of the patient.
- B. We treat everyone involved (patients, families, co-workers, members of the medical community and volunteers) with compassion, courtesy and respect. We listen to their concerns and offer encouragement and comfort.
- C. We inform patients and their families about their medical condition and ensure their input into their plan of care. Information regarding treatment, care, diagnoses and delays in care is discussed with them by appropriate staff in a timely manner.
- D. We respect the rights of the people we serve, including their rights to:
 - Access care (the use of available health services)
 - Respect and dignity (taking their personal values and beliefs into account)
 - Privacy and confidentiality (respecting privacy of a personal nature and confidentiality of patient information)
 - Personal safety (following safe medical practices and maintaining a safe environment)
 - Know the name and professional title of the people providing them care.
- E. We follow all Federal, State and local laws and promise to keep our licenses and certifications active and in good standing.

II. REFERRALS

- A. We do not make payments or provide non-cash benefits to anyone for providing a patient referral or to get such a referral.
- B. We only make referrals based on the individualized medical need of the patient.

III. MARKETING

- A. Marketing and advertising information is truthful and is not intended to mislead. All attestations about Home Bound are based on facts.

IV. HARASSMENT

- A. We maintain an environment free from harassment, including racial, ethnic, religious, sexual, aged-based, sexual orientation or disability harassment.
- B. Harassing conduct in the workplace, whether physical, emotional or verbal, is not allowed.

V. EQUAL OPPORTUNITY

- A. We are an equal opportunity employer.
- B. Discrimination of any kind, based on race, ethnicity, religion, sex, age, sexual orientation or disability is not allowed. This applies to employment, provision of services to the public and our interactions with fellow staff.

VI. DRUG-FREE WORKPLACE

- A. We maintain a drug-free environment. We do not report to work, or perform work, while under the influence of controlled or illegal substances including alcohol. We also DO NOT report to work when impaired (i.e.: when taking prescribed or over the counter medications that may have adverse side effects).
- B. To use, own, make, sell, distribute or provide any substance of abuse or associated item illegally on company property is not allowed

VII. ENVIRONMENTAL HEALTH AND SAFETY

- A. We maintain a safe and healthy work environment by following rules and regulations related to environmental health and safety, including the use of buildings, property, materials and medical equipment and products.
- B. We practice safety in our daily activities by using our knowledge, engineering controls (i.e. fire doors, needle boxes, etc.) and personal protective equipment (PPE) to ensure our safety and the safety of others.
- C. We report all incidents and accidents involving people, products, property and care to our supervisors immediately.
- D. Supervisors, managers and administrators have additional responsibilities to maintain a safe and healthy environment and will maintain practices that promote health and safety. They will orient and train staff in these practices on an ongoing basis.
- E. We dispose of medical waste, environmentally sensitive materials (i.e. batteries, cleaning fluids, etc) and other hazardous materials correctly.
- F. We know the importance of, and follow, practices that reduce the risk of spreading infection and disease, such as hand-washing, isolation and other work practice controls.
- G. We know our duties during disasters and code situations.

VIII. CONFIDENTIALITY

- A. We respect the privacy of the people we serve and of our fellow staff.
- B. We use confidential information, whether medical, staff-related, business, financial or personal only as needed to do our job.
- C. We share information only as needed to do our job, and only release information as required by the operations and business of Home Bound with approval from senior management.
- D. We discuss private information in an appropriate setting and do not discuss private information in the lobbies, hallways, break rooms or other public areas.
- E. We protect the confidentiality of information in our computer systems, and each of us is responsible for information obtained through our Login ID.

IX. PROPERTY

- A. We use supplies, equipment and property bought and owned by Home Bound for business purposes only, unless authorized by management. Unauthorized use of Home Bound's property, equipment or supplies is considered theft.
- B. We protect Home Bound's supplies and equipment from loss or abuse, including supplies and equipment used for direct patient care and those used by departments in day-to-day business.
- C. We use computer software and hardware to conduct Home Bound business and follow the requirements of software copyright licenses, as necessary.
- D. We understand that hardware and software analysis, design, coding, testing, installations, upgrades and/or changes belong to Home Bound unless a contract states otherwise.
- E. We understand that intellectual property, including patents, inventions, and written programs, forms, Policy and Procedures, etc. belong to Home Bound unless otherwise agreed to.

X. CONFLICTS OF INTEREST

- A. We do not solicit patients or families for personal venture or gain. We will only act in the best interests of the patient and Home Bound Healthcare.
- B. We do not ask for personal gifts of any kind from the people we serve or their families, suppliers, potential suppliers, agents or staff of a supplier (the term "supplier" applies to anyone providing goods and/or services to Home Bound).
- C. We decline personal gifts or benefits that may appear to, influence us in doing our jobs. This includes any gifts from those we serve.
- D. We discuss outside employment opportunities with Human Resources or our supervisor if a potential conflict of interest may exist (managers are required to report any outside employment).

XI. FINANCE AND BILLING

- A. We bill only for care and services provided that are properly authorized and documented as medically necessary in the medical record. All patients whose care is paid in full or partially by Medicare or Medicaid are “home bound”.
- B. Billing records are maintained accurately and truthfully following statutes of limitation and record keeping regulations. Billing information is handled according to laws and regulations related to confidentiality.
- C. We do not misrepresent services, supplies and equipment furnished to avoid coverage limits or to increase payments.
- D. We understand that certain government regulations and many insurers require that beneficiaries be billed for co-insurance and deductibles; therefore, we do not routinely write off these costs.
- E. We report concerns regarding appropriateness of Home Bound’s billing practices to management, Human resources or the Corporate Compliance Hotline.
- F. We answer billing questions, correct billing errors and alert payers of errors in submitted bills appropriately and in a timely manner.

XII. PROPER ACCOUNTING

- A. We are responsible for proper accounting. Records are prepared accurately and honestly according to Generally Accepted Accounting Principles (GAAP).
- B. We use administrative and internal control procedures (checks and balances) that safeguard the assets and funds of Home Bound; check the accuracy and reliability of accounting data; and ensure that we follow laws and regulations.
- C. We cooperate fully with internal and outside auditors and any regulatory agencies during any and all examination of Home Bound’s books and records.
- D. We obtain legal review of contracts with outside vendors, doctors, payers and consultants according to federal and state regulations.

XIII. RECORD KEEPING

- A. Records are stored in a safe and secure place for the time required by law.
- B. We do not destroy or alter any document because of a possible or actual request for it by any government agency or auditor.

XIV. RELATIONS WITH OTHER HEALTH CARE INSTITUTIONS

- A. We strive to have good relationships with other healthcare providers.
- B. Where competition exists between Home Bound and another provider, we do not act so as to harm the health of those we serve or members of the community.
- C. We promote and encourage mutually beneficial relationships with centers that provide health care educational opportunities as resources allow and as law and regulation require.

XV. RELATIONS WITH GOVERNMENT OFFICIALS

- A. We inform management immediately about requests from governmental auditors or investigators, and do not interfere with such requests.
- B. We do not offer personal gifts (monies, gifts hospitality or entertainment) or resources to federal, state or local agency staff with whom Home Bound does business or hopes to do business.

XVI. LAWS AND REGULATIONS

- A. We conduct business ethically and follow federal, state and local laws and regulations.
- B. We are aware of the problems that misbehavior can create for the people we serve, our staff and the community.

XVII. REPORTING AND WRONGDOING

- A. We are ethically bound to report to management any law, regulation, policy or part of this Standard of Conduct we believe has been broken. Not reporting such information may lead to disciplinary action, including termination.
- B. We report actions that break law, regulation or policy to management, Human Resources or the Corporate Compliance Officer. We understand this can be done anonymously through the confidential Compliance Hotline or via email.
- C. We report any illegal and unlawful act to the proper authorities.
- D. We are protected from reprisal for reporting, in good faith, actions that we believe to violate law, regulations, policy or part of this Standard of Conduct.

CORPORATE COMPLIANCE OFFICER'S NAME: [AMANDA MAURER](#)

COMPLIANCE OFFICER'S PHONE #: [309.752.3539](#)

COMPLIANCE HOTLINE EMAIL (CAN BE ACCESSED ANONYMOUSLY):
http://www.homeboundhealth.com/hbhc_compliance_email/compliance_form.php

HOTLINE # (CAN BE ACCESSED ANONYMOUSLY): [630.235.1118](#)