

CODE OF ETHICS

PURPOSE

The purpose of the Code of Ethics is to establish the general rules and principles to which all staff must adhere, such as the clientele orientation and values of the Complexe chirurgical CMC (hereinafter “CC-CMC”). The CC-CMC adopts and subscribes to the principles and rules set forth in this Code, which apply to the officers and directors of the CC-CMC as well as to any employee, which term includes, but is not limited to, any consultant, contractor and/or subcontractor working for or representing the CC-CMC (hereinafter collectively referred to as the “Staff”).

SCOPE OF APPLICATION

All staff members

GENERAL PRINCIPLES

Being client-oriented involves

- Recognizing that the standard of quality is that of the patient
- Accepting the patient’s verdict
- Knowing that you cannot improve what is unmeasurable
- Publishing our patient satisfaction results
- Evaluating systematically staff performance.

And is based on the following key values:

HUMANISM: Providing care in a supportive manner. Confidentiality, listening, and respect are all constant concerns for us.

QUALITY: Meeting standards in the performance of care, quality, and patient safety while respecting Accreditation Canada standards and patient satisfaction.

EXCELLENCE: Striving for perfection and the highest level of quality. Excellence has become a core value that motivates the decisions and actions of all our staff daily.

ACCOUNTABILITY: Taking responsibility for our actions considering agreed-upon expectations and foster personal commitment to the organization’s goals.

STAFF RESPONSIBILITIES

1. BASIC PRINCIPLE

- 1.1 The basic attitude of the staff in their relations with the patient is to give them the same consideration and respect that one would want for oneself and one's family in an identical situation.
- 1.2 The staff shall not deprive a patient of any medical, therapeutic, recreational, or social service based on age, gender or other grounds of discrimination as provided by law.
- 1.3 The staff offers patients the same services and the same consideration, regardless of their social status or that of their relatives.
- 1.4 Care plans, based on patients' conditions, are designed to organize work so that patients receive services that are relevant to their needs.
- 1.5 The staff do not solicit or accept gifts or benefits of any kind or form from a patient.

2. RESPECT OF THE PATIENT

- 2.1 The staff establishes a climate of trust that always translates into professionalism, courtesy, politeness, gentleness, and friendliness and without exception.
- 2.2 Any infringement of a patient's integrity without their consent is prohibited.
- 2.3 At no time the staff reveals or shares confidential information about the patient or their privacy unless it is with CC-CMC employees and required as part of care and treatment or unless legally authorized. Where appropriate, exchanges between staff are carried out discreetly in designated areas and without the knowledge of other patients.
- 2.4 The staff recognizes and encourages the right for support and the presence of the patient's family and friends.

3. RESPECT FOR IDENTITY

- 3.1 The staff communicates with patients in respectful terms and the use of nicknames is prohibited.
- 3.2 The staff polite with patients, family members and friends.
- 3.3 The staff respects the patient's values while providing the services required by the patient's personal beliefs within the available and appropriate resources.

4. RESPECT OF PRIVACY

- 4.1 The staff respects the dignity and the privacy of the patients in their interventions.
- 4.2 The staff promotes listening, collaboration, participation, transparency, and communication with patients.

5. RESPECT FOR AUTONOMY

- 5.1 The staff encourages and helps the patient to participate in decisions that concern them by encouraging the expression of their autonomy and by respecting their rhythm.

6. RIGHT AND RESPECT FOR THE QUALITY OF LIFE

- 6.1 The staff provides a clean, welcoming, healthy, and safe environment for the patient.
- 6.2 The staff will conduct themselves to provide the patient with the calm and rest they need.
- 6.3 The staff shall act with tact, discretion and modesty and shall dress appropriately and in accordance with applicable policies.

7. RIGHT TO INFORMATION/RESPECT TOWARDS INFORMATION

- 7.1 The staff informs the patient of the nature of the services being provided and their potential effects. The staff advises the patient who refuses care or service of the consequences of such refusal.
- 7.2 The staff always wears their identification provided by the organization. In addition, the person providing care and services to the patient identify and introduces themselves to each patient.
- 7.3 The staff informs the patient of the services and resources available and how to access them.
- 7.4 The staff recognizes the patient's right to access their medical records and, if necessary, refers the patient's request to the person in charge.

8. RIGHT TO AND RESPECT FOR EXPRESSION

- 8.1 Any staff member who receives a complaint about care or services is bound to report it to the Complaint commissioner of the organization.