



## Patient Advisor Code of Conduct

### Responsibilities

The Code of Conduct is set forth for the protection of both Patient/Family Advisor participants and Henry Ford Health (HFH). This document is designed to serve as a model toward which all participants should strive and also as a basis for change, when needed.

### Patient Advisor Code of Conduct

Patient/Family Advisor service should be done for the benefit of helping Henry Ford Health to provide better quality of care to all patients and their families. **Membership should not be used for personal gain, but rather for the inherent reward that comes from such participation.**

Patient Advisors may have access to sensitive or proprietary information and must respect the confidentiality of their positions, be mindful of their significance and their role in ensuring the integrity of the Patient Advisor Program and how it impacts Henry Ford Health as a whole. While this code of conduct establishes the professional standards of Patient Advisors, we do hope each Advisor enjoys themselves and we encourage anyone to let us know how to better our Patient Advisor Program.

### Patient Advisor Professional Standards

The Patient Advisor:

- only represents herself/himself as a volunteer of Henry Ford Health and DOES NOT give any indication they are a paid employee or contractor;
- understands that the Patient Advisor role does not establish any advantage to seeking gainful employment with Henry Ford Health;
- understands and supports the purpose, structure and policies of the Patient Advisor Program;
- provides honest and direct feedback to those committees or services the Patient Advisor is volunteering to help;
- offers the use of his/her special skills and experiences;
- follows all of the rules and responsibilities of Patient Advisors;
- completes Program orientation (Welcome Workshop) and other appropriate training, if needed;
- is courteous and respectful to others;
- respects the confidentiality of sensitive or proprietary information;
- wears nametags while serving as Patient Advisor;
- is prompt and reliable for each volunteer shift;
- provides timely notification to the Patient Advisor Liaison (PAL) of absence or resignation;
- understands that according to our no show policy, we reserve the right to terminate membership after 3 consecutive unexcused absences;
- signs in at every meeting;
- is responsible for communicating with PERC team and/or PAL on change in personal data, such as change of address, contact telephone numbers, email address, etc.;
- avoids conflict of interest situations and refrains from actions that may be perceived as such;
- reveals any potential or actual conflicts of interest as they arise; and
- respects and promotes fundamental human rights without any discrimination based on social status, race, ethnicity, color, religion, sex, sexual orientation, age, marital status, origin, political affiliation, or disability.