POLICY

It is the policy of the Department of Volunteer Services to follow compliance regulations as established by Saint Luke’s Health System and the hospital. In order to carry out the mission and vision of Saint Luke’s Health System and maintain the highest reputation for ethics and integrity, this policy is established to provide guidance to serve as a volunteer. In volunteer orientation, the volunteer will read and sign approval of the Code.

PROCEDURE

The system Code of Conduct (Code) is located on the network “I” drive. I:/Corporate Ethics & Compliance and on the SLHS web site.

All facilities within the SLHS operate lawfully and ethically. The Code describes the system’s expectations about legal and ethical conduct.

The volunteer is responsible for being informed and is expected to be familiar with the Code, be sensitive to legal and ethical issues, ask questions, and report.

Reports can be made to your supervisor/manager, entity Ethics and Compliance Officer, via the hotline, or to any management or leadership staff.

Compliance Hotline number is: (816) 932-3053
Toll Free (888) 660-6227

Conduct Principles and Volunteers:

Principle 1-Patient Relationships (Patient Rights)
- The volunteer has the ability and responsibility to raise concerns or questions re: ethical issues without fear of retaliation or retribution.

Principle 2-Legal Compliance (Inducement)
- No volunteer shall offer valuable items or services to Medicare or Medicaid beneficiaries to attract their business.

Principle 3-Business Ethics (Conflicts of Interest)
- Volunteers are expected to carry out their job responsibilities independent of personal considerations and in the best interest of the System. Actions or activities of anyone on behalf of the System are prohibited if they result in:
  - Obtaining personal gain or advantage
  - An adverse effect upon the interest of the System
  - Competitors obtaining any gain or advantage to the detriment of the System.