Code of Conduct

inspira®
HEALTH NETWORK
A Message to all Board Members, Medical Staff Members and Employees:

This Code of Conduct provides guidance to all members of the Inspira Health Network Boards, Medical Staff and employees of Inspira Health Network entities so that our work is conducted in an ethical and legal manner. It emphasizes the shared common values that guide our actions such as: partnership, integrity, compassion and excellence. The Code of Conduct is a resource to help resolve any questions about appropriate conduct in the workplace. Please review it thoroughly. Your adherence to its spirit, as well as its specific provisions, is absolutely critical to our future.

If you have any questions regarding this Code or encounter any situation that you believe violates provisions of this Code, you should immediately consult your supervisor, member of management, your site administrator or the Corporate Compliance Office. You may report your concerns by calling the Compliance Hotline at (888)413-4313. You have my personal assurance there will be no retribution for asking questions or raising concerns about the Code or for reporting possible improper conduct.

Our commitment to the ideals reflected in our mission, vision and values also reflects the high standards set forth in this Code of Conduct. Please assist us by supporting these values and principles.

Sincerely,

John A. DiAngelo
President and Chief Executive Officer Inspira Health Network
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Inspira Health Network Mission and Vision Statements

**Mission Statement:**
To provide high quality health services that improve the lives of all we serve.

**Vision Statement:**
To be the region’s leading network of health care providers, delivering the full continuum of primary, acute, post-acute, specialty, and advanced care services.

**Purpose of the Code of Conduct**

Our Code of Conduct provides guidance to all members of Inspira Health Network and assists us as we carry out our daily activities. These obligations apply to our relationships with patients, physicians, third-party payers, independent contractors, vendors, consultants and one another.

The Code is a critical component of our Compliance Program. In some cases the Code deals fully with the subject covered, however in other cases the subject is so complex that additional guidance is necessary. *The policies set forth in the Code are mandatory and must be followed.*

Your employment with Inspira is at-will, meaning that your employment may be terminated at any time at any reason. Nothing in this document changes your at-will status.

**Relationships with Health Care Partners**

**Patients**
- Patient Care and Rights
  
  Our mission is to provide quality health care to all of our patients. We treat all patients with respect and dignity and provide care that is both necessary and appropriate. We make no distinction in the admission, transfer or discharge of patients or in the care we provide based on race, color, religion, or national origin, age, creed, ethnic background, ancestry, atypical hereditary cellular or blood trait, genetic information, marital status, sexual orientation, sexual preference,
gender identity or expression or mental or physical disability or perceived
disability. Clinical care is based on identified patient health care needs, not on
patient or organization economics.

Upon admission, each patient is provided with a written statement of patient rights
and our privacy policy. Patients are involved in all aspects of their care and
informed consent is obtained for treatment. Patients are informed of their right to
make advance directives. Patient advance directives will be honored within the
limits of the law and Inspira Health Network’s mission, philosophy and
capabilities.

Patients and their representatives will be accorded appropriate confidentiality,
privacy, security and protective services, opportunity for resolution of complaints
and pastoral counseling. Patients are treated in a manner that preserves their
dignity, autonomy, self-esteem, civil rights and involvement in their own care.
Compassion and care are part of our commitment to the communities we serve.

We strive to provide health education, health promotion and illness prevention
programs as part of our efforts to improve the quality of life of our patients and our
communities.

• Emergency Treatment
We follow the Emergency Medical Treatment and Active Labor Act (“EMTALA”)
in providing emergency medical treatment to all patients, regardless of ability to
pay. Anyone with an emergency medical condition is entitled to a medical
screening examination. We do not admit or discharge patients based on their
ability to pay. Patients will only be transferred to another facility if the patients’
medical needs cannot be met at the Inspira Health Network facility and appropriate
care is known to be available at another facility, or at the patient’s request. Patients
will only be transferred after they have been formally accepted by the alternate
facility. All transferred patients must be stabilized or must meet the requirements
for the transfer of an unstable patient pursuant to EMTALA.

• Patient Information
We are committed to maintaining patient confidentiality. We do not release or
discuss patient-specific information with others unless it is necessary to serve the
patient or required by law. Inspira Health Network will not disclose confidential
information that violates the Privacy rights of our patients. We are committed to
compliance with the Health Insurance Portability and Accountability Act.
Physicians
Any business arrangement with a physician must be structured to comply with legal requirements. Such arrangements must be in writing and approved by legal counsel. In order to ethically and legally meet standards regarding referrals and admissions, we will adhere strictly to two primary rules:

We do not pay for or reward referrals. We accept patient referrals and admissions based solely on the patient’s clinical needs and our ability to render the needed services. We do not pay or offer to pay anyone – employees, physicians, or other persons – for referral of patients.

We do not accept payments for referrals that we make. Inspira Health Network or any person acting on behalf of Inspira Health Network is not permitted to solicit or receive anything of value in exchange for the referral of patients.

Third Party Payers
• Coding and Billing for Services
We will make every effort to accurately bill the government and private insurance payers and conform to relevant government laws and regulations. We will not knowingly present claims for payment or approval which are false, fictitious, or fraudulent. Claims will only be submitted for services that we have reason to believe are medically necessary and which were ordered by a physician or other appropriately licensed individual.

Employees will avoid involvement in improper activities related to billing, including, but not limited to: up-coding; DRG creep; duplicate billing; the submission of false cost reports; inappropriate unbundling; inappropriate billing for discharges in lieu of transfer; billing for outpatient services rendered within 72 hours of an inpatient stay; failure to refund credit balances; failure to appropriately treat bad debts; failure to adequately document the validity of claims; failure to appropriately bill for any services presenting a false claim for payment or approval; making a false record or statement material to a claim.

• Cost Reports
Our activities involve reimbursement under government programs that require the submission of certain reports of our costs of operation in compliance with governmental laws. These laws and regulations define what costs are allowable and
outline the appropriate methodologies to claim reimbursement for the cost of services provided to program beneficiaries. Given their complexity, all issues related to the completion and settlement of cost reports must be communicated through or coordinated with the Chief Financial Officer.

**Regulatory Compliance**

Inspira Health Network provides health care pursuant to appropriate federal, state and local laws and regulations. Such laws and regulations may include subjects such as certificates of need, licenses, permits, accreditation, access to treatment, consent to treatment, medical record-keeping, access to medical records and confidentiality, patient rights, terminal care decision-making, medical staff membership and clinical privileges, as well as Medicare and Medicaid regulations. Inspira Health Network is subject to numerous other laws in addition to these health care regulations. Inspira Health Network employees, medical staff members, privileged practitioners and contract service providers must comply with laws and regulations; and should immediately report violations or suspected violations to the Corporate Compliance Department or Chief Executive Officer.

Inspira Health Network will be forthright in dealing with any billing inquiries. Requests for information will be answered with complete, factual and accurate information. We will cooperate with and be courteous to all government inspectors and provide them with the information to which they are entitled during an inspection. During a government inspection, you must never conceal, destroy, or alter any documents, lie, or make misleading statements. You must not attempt to cause another employee to fail to provide accurate information or obstruct, mislead, or delay the communication of information or records relating to a possible violation of law.

**Accrediting Bodies**

Inspira Health Network will communicate with all accrediting bodies in a direct, open and honest manner. No action should ever be taken in relationships with accrediting bodies that would mislead the accreditor or its survey teams, either directly or indirectly. The scope of matters related to accreditation of various bodies is extremely significant and broader than the scope of this Code of Conduct.
Business Information and Information Systems

**Accuracy, Retention and Disposal of Documents and Records** Each Inspira Health Network employee is responsible for the integrity and accuracy of our organization’s documents and records, not only to comply with regulatory and legal requirements but also to verify that records are available to defend our business practices and actions. No one may alter or falsify information on any record or document.

Medical and financial documents and records are retained in accordance with the law and our record retention policy. Medical and financial documents include paper documents such as letters and memos, computer-based information such as e-mail or computer files on disk or tape and any other medium that contains information about the organization or its activities.

It is important to retain and destroy records appropriately according to our policy. You must not tamper with records, or remove or destroy them prior to the specified date.

**Confidential Information**
Confidential information referenced in this section extends beyond Protected Health Information as required by the Health Insurance Portability and Accountability Act and Privacy Security Rules. Examples of confidential information includes personnel data maintained by Inspira Health Network, patient lists and clinical information, pricing and cost data, information pertaining to acquisitions, affiliations and mergers, financial data, business strategic plans, marketing strategies, techniques, employee lists and data maintained by Inspira Health Network, supplier and subcontractor information and proprietary computer software.

Confidential information about Inspira Health Network’s strategies and operations is a valuable asset. Although you may use confidential information to perform your job, it must not be shared with others unless the individuals have a legitimate need to know this information (treatment, payment, hospital operations). If need for information sharing is outside of the aforementioned scenarios, proper approval is required. Additionally, in the event that protected health information is being shared, it may be required to obtain an agreement outlining appropriate use. For assistance with determining this, please contact the Compliance Department.
**Electronic Media**

All communications systems, electronic mail, Internet access, or voice mail are the property of the organization and are to be used only for Inspira Health Network purposes and in compliance with internal privacy and security policies.

Employees accessing communications systems using personal devices regardless of whether it was issued to the employee or owned by Inspira Health Network are obligated to adhere to Inspira policies regarding access and use of confidential information. Employees are required to report incidents involving compromise, loss or misuse of confidential information or devices potentially containing confidential information.

**Financial Reporting and Records**

We have established and maintained a high standard of accuracy and completeness in the documentation and reporting of all financial records. These records serve as a basis for managing Inspira Health Network and are important in meeting our obligations to patients, employees, suppliers and others. They are also necessary for compliance with financial reporting requirements.

Financial information will reflect actual transactions and conform to generally accepted accounting principles. Inspira Health Network maintains a system of internal controls to provide reasonable assurances that all transactions are executed in accordance with management’s authorization and are recorded in a proper manner so as to maintain accountability of the organization’s assets. Employees are expected to remain in compliance with the wage and hour laws and maintain appropriate documentation of their time at work.

**Workplace Conduct and Employment Practices**

**Conflict of Interest**

A conflict of interest may occur if your outside activities or personal interests influence or appear to influence your ability to make objective decisions in the course of your job responsibilities. A conflict of interest may also exist if the demands of any outside activities hinder or distract you from the performance of your job or cause you to use Inspira Health Network resources for other than Inspira Health Network purposes. It is your obligation to ensure that you remain free of conflicts of interest in the performance of your responsibilities at Inspira Health Network. If you have any question about whether an outside activity might constitute a conflict of interest, you must obtain the approval of the Vice President.
of Corporate Compliance and Ethics or the Chief Executive Officer before pursuing the activity.

**Controlled Substances**
Some of our employees routinely have access to prescription drugs, controlled substances and other medical supplies. Many of these substances are controlled by specific regulatory organizations and must be administered by physician order only. It is extremely important that these items be handled properly and only by authorized individuals to minimize risks to us and to patients. If you become aware of the diversion of drugs from Inspira Health Network, you should report the incident immediately to your supervisor, a member of senior management or the Corporate Compliance Officer.

**Diversity and Equal Employment Opportunity**
We are committed to providing an equal opportunity work environment where everyone is treated with fairness, dignity and respect. We intend to comply with laws, regulations and policies related to non-discrimination in all of our personnel actions. Such actions include hiring, staff reductions, transfers, terminations, evaluations, recruiting, compensation, corrective action, discipline and promotions.

No one shall discriminate against any individual with a disability with respect to any offer, or term or condition, of employment. We strive to make reasonable accommodations to the known physical and mental limitations of otherwise qualified individuals with disabilities.

**Harassment and Workplace Violence**
Each Inspira Health Network employee has the right to work in an environment free of harassment. We will not tolerate harassment by anyone based on the characteristics or cultural backgrounds of those who work with us. Degrading or humiliating jokes, slurs, intimidation, or other harassing conduct is not acceptable in our workplace. Any form of sexual harassment is strictly prohibited.

Harassment also includes incidents of workplace violence. Workplace violence includes robbery and other commercial crimes, stalking cases, violence directed at the employer, terrorism and hate crimes committed by current or former employees. Employees are prohibited from possessing firearms, other weapons, explosive devices, or other dangerous materials on Inspira Health Network premises, or at any location while performing work related functions.
Employees who observe or experience any form of harassment or violence should report the incident to their Department Director, Human Resources Department, the Compliance Hotline or the Chief Executive Officer.

**Health and Safety**
Inspira Health Network complies with government regulations and rules and with Inspira Health Network policies that promote the protection of workplace health and safety. Our policies have been developed to protect you from potential workplace hazards. You should become familiar with and understand how these policies apply to your specific job responsibilities and seek advice from your supervisor, Safety Liaison or Safety Officer whenever you have a question or concern. It is important for you to advise your supervisor, Safety Liaison or the Safety Officer of any serious workplace injury or any situation presenting a danger of injury so that timely corrective action may be taken to resolve the issue.

**Hiring of Former and Current Government Employees**
The recruitment and employment of former or current U.S. Government employees is subject to complex rules which change frequently and vary by employee. Similar rules may also apply to current or former state or local government employees or legislators and members of their immediate families. If a former government employee or consultant wishes to become employed by or a consultant to Inspira Health Network, care should be exercised to insure that the requirements of conflict of interest laws are not violated. Each situation should be considered on an individual basis and you should consult with the Human Resources Department on issues related to recruitment and hiring of former or current government employees.

**License and Certification Renewals**
Employees and individuals in positions which require professional licenses, certifications, or other credentials are responsible for maintaining the current status of their credentials and shall comply at all times with Federal and State requirements applicable to their respective disciplines. Inspira Health Network requires evidence of the individual having a current license or credential status. Employees will not be permitted to work without valid, current licenses or credentials.

**Personal Use of Inspira Health Network Resources**
It is the responsibility of each employee to preserve Inspira Health Network’s assets including time, materials, supplies, equipment and information. Inspira
Health Network assets are to be maintained for health system related purposes. As a general rule, the personal use of any Inspira Health Network assets without the prior approval of the Chief Executive Officer is prohibited. Any community or charitable use of organization resources must be approved in advance by the Chief Executive Officer. Any use of organization resources for personal financial gain unrelated to Inspira Health Network is prohibited.

**Relationships among Inspira Health Network Colleagues**

In the normal day-to-day functions there are issues that arise which relate to how people in the health system deal with one another. It is impossible to foresee all of these and many do not require explicit treatment in a document like this. A few routinely arise, however. One involves gift giving among colleagues for certain occasions.

While we wish to avoid any strict rules, no one should ever feel compelled to give a gift to anyone and any gifts offered or received should be appropriate to the circumstances. A lavish gift to anyone in a supervisory role would clearly violate organization policy.

Another situation, which routinely arises, is a fund-raising event, in which no one should ever be made to feel compelled to participate.

**Subcontractors, Suppliers and Educational Institution Relationships**

We must manage our subcontractor and supplier relationships in a fair and reasonable manner, consistent with applicable laws and good business practices. We promote competitive procurement to the maximum extent practicable. Our selection of subcontractors, suppliers and vendors will be made on the basis of objective criteria including quality, technical excellence, price, delivery and adherence to schedules, service and maintenance of adequate sources of supply.

Our purchasing decisions will be made on the supplier’s ability to meet our needs and not on personal relationships and friendships. We will always employ the highest ethical standards in business practices in source selection, negotiation, determination of contract awards and the administration of all purchasing activities. We will not communicate to a third-party any confidential information given to us by our suppliers unless directed in writing to do so by the supplier. We will not disclose contract pricing and information to any outside parties unless required by Law.
Additionally, Inspira Health Network relationships with an educational institution must be in writing and define both parties’ roles and responsibility to ensure that quality of patient care is provided.

**Substance Abuse and Mental Acuity**
To protect the interests of our employees and patients, we are committed to an alcohol and drug-free work environment. All employees must report to work free of the influence of alcohol and illegal drugs. Reporting to work under the influence of any illegal drug or alcohol, having an illegal drug in your system, or using, possessing, or selling illegal drugs on work time or property may result in immediate termination. Drug testing may be used as a means of enforcing this policy. It is also recognized that individuals may be taking prescription drugs, which could impair judgment or other skills required in job performance. If you have questions about the effect of such medication on your performance, consult with your supervisor.

**Marketing Practices**

**Antitrust**
Antitrust laws are designed to create a level playing field in the marketplace and to promote fair competition. These laws could be violated by discussing Inspira Health Network business with a competitor, such as how our prices are set, disclosing the terms of supplier relationships, allocating markets among competitors, or agreeing with a competitor to refuse to deal with a supplier. Examples of our competitors are other health systems, private providers of Inspira Health Network type services, etc., who provide services in markets where we operate. At trade association meetings, be alert to potential situations where it may not be appropriate for you to participate in discussions regarding prohibited subjects with our competitors. Prohibited subjects include any aspect of pricing, our services in the market, key costs such as labor costs and marketing plans. If a competitor raises a prohibited subject, end the conversation immediately. In general, avoid discussing sensitive topics with competitors or suppliers, unless you are proceeding with the advice of our legal counsel.

**Gathering Information about Competitors**
It is not unusual to obtain information about other organizations, including our competitors, through legal and ethical means such as public documents, public presentations, journal and magazine articles and other published and spoken information. However, it is not acceptable for you to obtain proprietary or
confidential information about a competitor through illegal means. It is also not acceptable to seek proprietary or confidential information when doing so would require anyone to violate a contractual agreement, such as a confidentiality agreement with a prior employer.

Marketing and Advertising

We may use marketing and advertising activities to educate the public, provide information to the community, and increase awareness of our services and to recruit employees. We will present only truthful, informative and accurate information in these materials and announcements.

Environmental Compliance

It is our policy to comply with environmental laws and regulations as they relate to our health system’s operations. We will act to preserve our natural resources to the fullest extent reasonably possible. We will comply with environmental laws and operate Inspira Health Network with the necessary permits, approvals and controls. We will diligently employ the proper procedures with respect to handling and disposal of hazardous and bio hazardous waste, including but not limited to medical waste.

Business Courtesies

While employees of Hospital are not encouraged to receive or extend business courtesies, at times, employees may be in the position to do so. Inspira Health Network has developed a policy which provides employee guidance with regard to Hospital’s policies on the receipt and giving of business courtesies. This policy should be referred to for specific details on common provision or extension of business courtesies such as: social events/entertainment, training/education, and gifts. If there are questions regarding business courtesies that are not addressed in this policy, employees are to contact the Compliance Officer for additional guidance. Nothing in the policy shall be considered as an encouragement to make, solicit or receive any type of entertainment or gift.

Under no circumstance may you solicit or receive a monetary gift from a patient or patient’s family. If a patient or another individual wishes to present a monetary gift, he or she should be referred to the Foundation Office.
Extending Business Courtesies to Non-referral Sources

There may be times when you may wish to extend to a current or potential business associate (other than someone who may be in a position to make a patient referral) an invitation to attend a social event in order to further or develop your business relationship.

It is critical to avoid the appearance of impropriety by giving gifts to individuals who do business or are seeking to do business with Inspira Health Network. Inspira Health Network, as a non-profit entity, cannot use its resources to provide personal gain. Gifts or other incentives must never be used to improperly influence relationships or business outcomes.

U.S. federal and state governments have strict rules and laws regarding gifts, meals and other business courtesies for their employees. Inspira Health Network’s policy is to not provide any gifts, entertainment, or anything else of value to any federal or state government employee, except for modest meals and refreshments in connection with business discussions.

Extending Business Courtesies to Possible Referral Sources

Any business courtesies involving physicians or other persons who are in a position to refer patients to our health care facilities must be undertaken in accordance with Inspira Health Network policies. We will make every effort to comply with federal laws, regulations and rules regarding these practices.

Political Activities and Contributions

The health system’s political participation is limited by law. Inspira Health Network funds or resources are not to be used to contribute to political campaigns or for gifts or payments to any political party or any of their affiliated organizations. Inspira Health Network resources include financial and non-financial donations such as using work time and telephones to solicit for a political cause or candidate or the loaning of Inspira Health Network property for use in the political campaign. The conduct of any political action committee is to be consistent with relevant laws and regulations.

It is important to separate personal and political activities in order to comply with the appropriate rules and regulations relating to lobbying or attempting to influence government officials. You may, of course, participate in the political process on your own time and at your own expense. While you are doing so, it is
important not to give the impression that you are speaking on behalf of or representing Inspira Health Network in these activities. You cannot seek to be reimbursed by Inspira Health Network for any personal contributions for such purposes.

At times, Inspira Health Network may ask employees to make personal contact with government officials or to write letters to present our position on specific issues. In addition, it is a part of the role of Inspira Health Network management to interface on a regular basis with government officials. If you are making these communications on behalf of the health network, be certain that you are familiar with any regulatory constraints and observe them. Guidance is always available from our legal counsel as necessary.

Compliance Violations

*Resources for Guidance and Reporting Violations*
To obtain guidance on an ethics or compliance issue or to report a suspected violation, you may choose from several options. We encourage the resolution of issues at a departmental level whenever possible. It is an expected good practice, when you are comfortable with it and think it appropriate under the circumstances, to raise concerns first with your supervisor. If this is uncomfortable or inappropriate, another option is to discuss the situation with another member of management at Inspira Health Network. You are always encouraged to contact the Compliance Hotline at *(888)413-4313*.

Inspira Health Network will make every effort to maintain, within the limits of the law, the confidentiality of the identity of any individual who reports possible misconduct. There will be no retribution or discipline for anyone who reports a possible violation in good faith. Any employee who deliberately makes a false accusation with the purpose of harming or retaliating against another employee will be subject to discipline.

*Personal Obligation to Report*
We are committed to ethical and legal conduct that is compliant with relevant laws and regulations and to correcting wrongdoing wherever it may occur in the organization. Each employee has responsibility for reporting any activity by any employee, physician, or vendor that appears to violate applicable laws, rules, regulations or this Code.
Internal Investigations of Reports
We are committed to investigate reported concerns promptly and confidentially to the extent possible. The Compliance Officer will coordinate any findings from the investigations and recommend corrective action. We expect all employees to cooperate with investigative efforts.

Corrective Action
Where an internal investigation substantiates a reported violation, it is the policy of the organization to initiate corrective action, including, as appropriate, making prompt restitution of any overpayment amounts, instituting whatever disciplinary action is necessary and implementing systemic changes to prevent a similar violation from occurring in the future.

Discipline
Violations of the Code, failures to comply with applicable federal or state law and other types of misconduct that threatens Inspira Health Network’s status as a reliable, honest and trustworthy provider capable of participating in federal health care programs will be subject to disciplinary action. The precise discipline utilized will depend on the nature, severity and frequency of the violation and may result in disciplinary action consistent with Inspira Health Network’s policy on disciplinary action.

Internal Audit and Monitoring
Inspira Health Network will selectively monitor compliance with its policies and government laws. Monitoring may include audits of coding, claims development and submission, or other reimbursement issues.

Periodic compliance audits may be conducted by external consultants that have expertise in federal and state health care statutes, regulations and federal health care program requirements.

Acknowledgment Process
Inspira Health Network requires all employees to sign an acknowledgment confirming they have received the Code and understand that it represents mandatory policies of Inspira Health Network. New employees will be required to sign this acknowledgment as a condition of employment.
Adherence to and support of Inspira Health Network’s Code and participation in related activities and training will be considered in decisions regarding hiring, promotion and compensation for all candidates and employees.

**Corporate Compliance Officer’s Role**

The Compliance Officer, designated by the Board of Directors, has the responsibility of ensuring that all potential issues or violations are investigated and addressed in confidence.

**Corporate Compliance Contact Information**

To report concerns you may contact the Corporate Compliance Office by calling (856)507-7857, or by calling the “compliance hotline” at (888)413-4313. Your call can be anonymous, but sufficient information must be provided for a thorough investigation of the alleged issue. No adverse action or retribution will be taken against any representatives for reporting in good faith a suspected violation or irregularity.

If you have a privacy concern or question, please call Inspira’s Privacy Office at (856)507-7893.
Questions We Should Ask Ourselves:
When in doubt about a decision or action, ask yourself these questions:

- Is this action completely honest or legal?
- Does this action comply with Inspira Health Network policies and procedures?
- How would explaining this action to my supervisor, peer or family member make me feel?

If you know the action is wrong, don’t do it! If you’re not sure, ask until you get an answer!

Then follow the process for solving the potential problem:

- Define the problem
- Is it an ethical problem or a business decision?
- Identify the elements of the problem. Which are compliance concerns?
- Is there a conflict of interest? Are rights an issue? Is fairness an issue?
- Are the proposed solutions compatible with the policies and procedures at Inspira Health Network and the law?