

	Human Resource Policy Employee Relations & Workplace Expectations	No. HR.ERW.11¹
	Title: PROFESSIONAL RELATIONSHIPS WITH PATIENTS	Page: 1 of 3
		Effective Date: 05-01-12
		Retires Policy Dated: 09-27-11
		Previous Versions Dated: 01-01-09; 04-01-03; 01-01-96; 01-01-93

I. SCOPE:

This policy applies to (1) Tenet Healthcare Corporation and its wholly-owned subsidiaries and affiliates (each, an “Affiliate”); (2) any other entity or organization in which Tenet Healthcare Corporation or an Affiliate owns a direct or indirect equity interest greater than 50%; and (3) any hospital or healthcare facility in which Tenet Healthcare Corporation or an Affiliate either manages or controls the day-to-day operations of the facility (each, a “Tenet Facility”) (collectively, “Tenet”).

II. PURPOSE:

This purpose of this policy is to provide supervisors with appropriate guidelines to ensure that a professional relationship between employees and patients is maintained at all times.

III. POLICY:

All employees are expected to maintain a professional relationship with patients at all times in order to provide the highest quality patient care to our patients. The following are examples of types of misconduct that can result in corrective action, up to and including termination.

- A. Engaging in sexual activity with or sexual abuse of a patient.
- B. Abusing a patient through emotional or physical means. Abuse would include, but is not limited to, slapping, hitting, kicking or biting.
- C. Engaging in sexual activity with a known prospective, current or former psychiatric or chemical dependency patient or any member of a patient's family who is or was participating in any family-oriented therapy or treatment.
- D. Socializing with a known prospective, current or former psychiatric or chemical dependency patient or any member of a patient's family who is or was participating in any family-oriented therapy or treatment.
- E. Using abusive or provocative language with, or in the presence of, a patient or a member of the patient's family.
- F. Using any type of restraint other than those prescribed and approved by the physician.
- G. Failing to maintain the confidentiality of any patient information.
- H. Individually accepting gifts from or giving gifts to a patient or any member of a patient's family.

¹Prior to June 3, 2013, the policy number was HR-403.

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- I. Providing unauthorized or unprescribed drugs, alcohol or related paraphernalia to a patient.
- J. Challenging physician orders and/or criticizing facility/physician care to a patient or others.

IV. PROCEDURE:

A. Human Resources

- 1. Provide assistance and support to supervisors on training and guidance given to employees on the appropriateness of contacts with patients.
- 2. Review all instances of improper or unprofessional employee-patient conduct or contacts.
- 3. Recommend action plans for addressing and correcting improper or unprofessional employee-patient conduct or contacts.
- 4. Consult with Home Office Human Resources Department as needed regarding instances of improper or unprofessional employee-patient conduct or contacts and action plans for addressing and correcting such conduct or contacts.
- 5. Consult Human Resources counsel on required disciplinary actions.
- 6. Consult Regulatory Counsel on external reporting obligations to government agencies and licensing boards.

B. Supervisor

- 1. Provide training and guidance to employees on the appropriateness of contacts with patients.
- 2. Monitor and immediately correct any instances of improper employee conduct toward patients.
- 3. Promptly report any instances of improper or unprofessional employee conduct toward patients or patients' family members to the Human Resources Department.

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C. Employees

1. Report any unprofessional contact with or by a patient and/or family member to the employee's supervisor immediately.
2. Direct all questions regarding the appropriateness of relationships or conduct with patients and families of patients to the employee's supervisor.

D. Enforcement

All employees whose responsibilities are affected by this policy are expected to be familiar with the basic procedures and responsibilities created by this policy. Failure to comply with this policy will be subject to appropriate performance management pursuant to all applicable policies and procedures, up to and including termination. Such performance management may also include modification of compensation, including any merit or discretionary compensation awards, as allowed by applicable law.

V. REFERENCES:

- Standards of Conduct