



HEALTH HOLDING

HAFER ALBATIN HEALTH  
CLUSTER  
MATERNITY AND  
CHILDREN HOSPITAL

<b>Department:</b>	Leadership		
<b>Document:</b>	Administrative Policy and Procedure		
<b>Title:</b>	Hospital Code of Conduct		
<b>Applies To:</b>	All MCH Employees		
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## 1. PURPOSE:

- 1.1 To set a policy that will ensure the Maternity and Children Hospital, Hafer Al Batin commitment to the Islamic ethics, Saudi rules and regulations, cultural obligations and be responsible of conduct of its employee.

## 2. DEFINITIONS:

- 2.1 **Conduct** – is the responsible manner that an individual act or behave properly.
- 2.2 **Code of Conduct** – are set of rules and regulations that should be followed by all employees of Maternity and Children Hospital, Hafer Al Batin in order to behave and perform professionally either in work place or to the public. The code of conduct is supplementary to the hospital values.
- 2.3 **Ethics** – a set of moral principles of practice or values governing an individual or a group that should be consistently applied and followed accordingly.

## 3. POLICY:

- 3.1 All employees of Maternity and Children Hospital, Hafer Al Batin regardless to their different backgrounds and without exception should be adhere to the highest ethical standards of conduct in all professional, hospital and business activities and should act in a manner according to Maternity and Children Hospital, Hafer Al Batin policy.
- 3.2 Hospital's employees are requested to behave in an ethical manner, conduct work fairly with full compliance with all the applicable laws and regulations in Kingdom of Saudi Arabia and with the highest professional ethical code of conduct.
- 3.3 The policy states that failure to abide to any of the provisions under the code will result in Maternity and Children Hospital, Hafer Al Batin Management to take disciplinary action.
- 3.4 The Code of Conduct has been formulated based on values as follows:
  - 3.4.1 **Customer (External/Internal) Satisfaction:**
    - 3.4.1.1 All and every employee should promote relationship with customers based on mutual trust and respect and should create an environment in which individuals may question a practice without fear of adverse consequences.
    - 3.4.1.2 Corrective actions should be taken to solve problems to meet the ultimate goal of Maternity and Children Hospital, Hafer Al Batin which is Customer (Patient) Satisfaction.
    - 3.4.1.3 Every Maternity and Children Hospital, Hafer Al Batin employee has to believe in Customer Satisfaction concept and that the satisfied customers are essential to our success. This can be achieved by understanding what the customer wants, requires and delivering it flawlessly and effectively.
    - 3.4.1.3 Medical staff should discuss honestly all possible treatment modalities and alternatives, whether available or unavailable at the Hospital and should show the benefits and hazards of each treatment module. The patient should also become fully aware about the prognosis resulting from not receiving the suggested treatment to



assist patients in taking decision regarding their treatment plan. Every Maternity and Children Hospital, Hafer Al Batin an employee has the responsibility to protect all customers (external/internal), and supplier assets and use them only for appropriate – approved activities.

- 3.4.1.4 Patient Experience Staff are to assist patients promptly by receiving their complaints and inquiries and should raise complicated problems to the concerned Hospital's entity/ committee assigned to handle patient complaints for their prompt study and taking of corrective solutions in order to meet the customers' satisfaction which is the Hospital's ultimate goal.
- 3.4.1.5 Patient and or their families should be notified honestly when the demanded service is not available at Maternity and Children Hospital, Hafer Al Batin and should be directed or transferred according to their eligibility to the best medical institutions where the required service is available.
- 3.4.1.6 Patients and or their families should be notified about the costs of the recommended medical service or investigations prior to their performance.

3.4.2 **Business Code of Conduct:**

- 3.4.2.1 All employees should commit to maintain an environment where every individual can work, and live without being harassed.
- 3.4.2.2 Nonsexual verbal or physical conduct that affects dignity or shows hostility toward another because of person's gender such as in the form of abusive written or graphic material, negative stereotyping, jokes, intimidating, threatening or hostile acts is not acceptable and should be discouraged.
- 3.4.2.3 All employees should provide services which demonstrate respect for human dignity and the uniqueness of the individual patient without religious, cultural, social, economic, personal or other restrictions.
- 3.4.2.4 Expected behavior of all employees should be outlined in the code of conduct. Maternity and Children Hospital, Hafer Al Batin expects that every employee should conduct business fairly, impartially, in an ethical and proper manner, and in full compliance with all applicable laws and regulations with the highest standards of ethical business code of conduct.
- 3.4.2.5 Treat all professional associates and other employees in the manner in which he/she wishes to be treated and should be dealt with fairly and honestly.
- 3.4.2.6 All employees are expected to promptly report any illegal or unethical conduct to hospital's management or other appropriate authorities (i.e., Ethics, Law and Security)
- 3.4.2.7 All Maternity and Children Hospital, Hafer Al Batin employees should provide services/assistance as needed to all patients/visitors in order to promote a positive community relationship.

3.4.3 **Conduct between Male and Female Employee:**

- 3.4.3.1 The employees of Maternity and Children Hospital, Hafer Al Batin will respect the guidelines of Islam, the customs and traditions of the Kingdom of Saudi Arabia in the delivery of patient care and/or any work activities within the Hospital.
- 3.4.3.2 All male and female employees should at all times practice the principle of modesty and respectable interaction and proper decorum during activities, gathering or when dealing with each other.
- 3.4.3.3 Male Hospital Staff is not to mingle with the female staff unnecessarily and should not be in seclusion with a single female staff unless there is a professional need for that situation. Opposite sex should also refrain from hand shaking as it is prohibited in Islam.
- 3.4.3.4 If any patient or family member requests a same gender caregiver, every effort should be taken to meet this need.
  - 3.4.3.4.1 Male Patients:
    - 3.4.3.4.1.1 If he requests that females should not care for him, then female patient caregivers should only provide urgent or emergency care to male patient.



- 3.4.3.4.1.2 If no male patient care giver is available, the female patient care giver should obtain permission from the male patient to do the following procedures:
        - 3.4.3.4.1.2.1 Bath.
        - 3.4.3.4.1.2.2 Urinary Catheterization.
        - 3.4.3.4.1.2.3 Examination of male genitalia.
    - 3.4.3.4.2 Female Patients:
      - 3.4.3.4.2.1 Male patient care givers should not provide the following procedures for female patients:
        - 3.4.3.4.2.1.1 Bathing of females (conscious or unconscious).
        - 3.4.3.4.2.1.2 Urinary Catheterization.
        - 3.4.3.4.2.1.3 Examination of breast or genitalia.
        - 3.4.3.4.2.1.4 Administration of an enema.
        - 3.4.3.4.2.1.5 ECG, chest lead placement.
      - 3.4.3.4.2.2 Male patient care givers should only provide urgent or emergency care to female patients.
- 3.4.4 **Conflict of Interest**
  - 3.4.4.1 All Maternity and Children Hospital, Hafer Al Batin employees should abide by the Conflict of Interest Policy, or activities that may raise questions to the hospital's values or otherwise cause embarrassment to the hospital, disclose any potential conflict of the interest and remove the conflict as required.
  - 3.4.4.2 Maternity and Children Hospital, Hafer Al Batin employees should not engage in any activity that might create a conflict of interest for the hospital or for them individually.
  - 3.4.4.3 All Maternity and Children Hospital, Hafer Al Batin employees should not take advantage of their position to seek personal gain through the inappropriate use of information or abuse of their position.
- 3.4.5 **Disclosure of Information**
  - 3.4.5.1 All Maternity and Children Hospital, Hafer Al Batin employees should follow the restrictions on use and disclosure of information. Employees are responsible for protecting information and ensuring that non – hospital proprietary information is used and disclosed only if authorized by the owner of the information or as otherwise permitted by law.
  - 3.4.5.2 Protect the patient's right to privacy by protecting the confidentiality of information and by providing privacy in the delivery of care and in all contacts with patient and family.
  - 3.4.5.3 Safeguard the patient and public when health and safety is affected by incompetent, unethical or illegal practice by health care providers. Maternity and Children Hospital, Hafer Al Batin reporting of such practice should be through the Chain of Command to the appropriate authority.
  - 3.4.5.4 All Maternity and Children Hospital, Hafer Al Batin employees should adhere and comply with fair dealing as the foundation for all Maternity and Children Hospital, Hafer Al Batin's transactions and interactions.
  - 3.4.5.5 Gifts:
    - 3.4.5.5.1 No Maternity and Children Hospital, Hafer Al Batin employees should accept any gift, favors, services or other things of value under the circumstances from which it might be inferred that these were offered for the purpose of influencing them in the discharge of their duties.
- 3.4.6 **Computer User Code of Ethics:**
  - 3.4.6.1 Maternity and Children Hospital, Hafer Al Batin computer users are ultimately responsible for any and all use of their computer accounts.
  - 3.4.6.2 Computer users should maintain secure passwords for all accounts assigned to them.
  - 3.4.6.3 Should take precautions against others that obtain unauthorized particularly and specifically to users who are responsible for confidential information.



- 3.4.6.4 Maternity and Children Hospital, Hafer Al Batin users should use computer facilities and services only for the purposes for which they were authorized. Specific accounts should not be used for private consulting or for any form of direct or indirect personal financial gain for example stock market and should not be provided as resources to other persons for unauthorized purposes.
- 3.4.6.5 Maternity and Children Hospital, Hafer Al Batin users should not willingly release passwords and other access control information from their personal accounts to any other person.
- 3.4.6.6 Maternity and Children Hospital, Hafer Al Batin users should not move or copy programs, and any other forms of software from one computer system to another without proper authorization. This includes personal computer, and personal work station software.
- 3.4.6.7 The computer users of Maternity and Children Hospital, Hafer Al Batin should not attempt to interfere with the normal operation of a shared system.
- 3.4.6.8 The computer users of Maternity and Children Hospital, Hafer Al Batin should not attempt to invade on others' use of computing facilities or to deprive others from resources.
- 3.4.7 **Telephones:**
  - 3.4.7.1 Every Maternity and Children Hospital, Hafer Al Batin employee is responsible for answering the phones as quickly as possible, after a maximum of three rings.
  - 3.4.7.2 One of the links of Maternity and Children Hospital, Hafer Al Batin to the public is the telephone; therefore it is extremely important that each caller be treated with politeness and courtesy regardless of the nature of the call.
  - 3.4.7.3 Any Maternity and Children Hospital, Hafer Al Batin employee who will answer the phone call is responsible to receive and forward all calls or take messages for the personnel out of the office.
  - 3.4.7.4 Maternity and Children Hospital, Hafer Al Batin requires all employees to use telephones for business purposes only. Personal calls are permitted during working shift to a minimum only.
  - 3.4.7.5 Mobile phone: all unacceptable rings are not allowed to be used on the premises and the ring should be on vibration or beep once option only.
  - 3.4.7.6 Mobile cells are prohibited in some hospital areas especially in critical areas where it will affect the function of sensitive machines and apparatus.
- 3.4.8 **Visitors:**
  - 3.4.8.1 Maternity and Children Hospital, Hafer Al Batin considers a visitor as anyone who is not a current member of the hospital listed in the directory; therefore all visitors should sign-in at the front desk, and are only allowed on the premises, during business hours with permission.
  - 3.4.8.2 It is Maternity and Children Hospital, Hafer Al Batin policy that no visitors are allowed on nights or weekends.
  - 3.4.8.3 As a policy, any problem that arises; security should be contacted. Violations of this policy may result in a disciplinary action.
- 3.4.9 **Building Access:**
  - 3.4.9.1 Employees are required to wear their ID visible to the security guard to be allowed access to the building.
  - 3.4.9.2 The security officer has the right to ask any employee about his ID if it is not visible.
  - 3.4.9.3 In any cases during working hours that an employee is not wearing his/her ID, the security guard has the right to stop this employee for questioning. In such cases, ask the employee to register in the security log sheet his name, ID number, department, the time and reason for being in the hospital.
- 3.4.10 **Traffic and Parking Regulations:**
  - 3.4.10.1 The Department of Security has the authority to issue an internal traffic and parking citations within the boundaries of the hospital to employees, if they violate the



employee parking policy as authorized by Maternity and Children Hospital, Hafer Al Batin Administration.

**3.4.11 Orders Enforcement:**

- 3.4.11.1 As drug abuse is a serious offense; avoiding involvement is necessary as the mandatory punishment is death.
- 3.4.11.2 The policy enforces that no employee should use, possess, distribute or be under the influence of alcohol, narcotics or other dangerous illegal drugs in or out of the Maternity and Children Hospital, Hafer Al Batin at any time.
- 3.4.11.3 The possession or use of illegal drugs or alcohol on the premises of the Maternity and Children Hospital, Hafer Al Batin will result in immediate dismissal, and the matter should be referred to the governmental authorities for further action.
- 3.4.11.4 Hospitals, facilities and properties, including all parking lots, sidewalks and green space areas, are entirely smoke free.
- 3.4.11.5 As a policy of Maternity and Children Hospital, Hafer Al Batin, law enforcement officials are not allowed to keep firearms, unless the use of these weapons is permitted from the Saudi Ministry of Interior.

**3.4.12 Questioning and reporting Violations of the Code of Conduct:**

- 3.4.12.1 Asking questions, reporting suspected all employees can raise question and repost suspected violations of the code and can seek guidance. Revenge should not be permitted and tolerated against employees who come forward to raise genuine concerns.
- 3.4.12.2 There should be an effective way on how the employee will get an answer to any question they may have about the best practice of this code of conduct as this is important for compliance.
- 3.4.12.3 It is a policy that in any event that an employee has a question or believes that someone is conducting an illegal, unethical, or otherwise questionable manner, or violating hospital policies, the employee should preferably first contact his or her supervisor to discuss the matter as such matters are confidential.

**3.4.13 Fire and Disaster Drills:** During legitimate drills in Maternity and Children Hospital, Hafer Al Batin, the following procedure should take place:

- 3.4.13.1 All personnel should immediately evacuate from the premises when the alarm signal sounds.
- 3.4.13.2 Follow the procedures on fire and disaster drills.
- 3.4.13.3 Staff should show knowledge and be trained about:
  - 3.4.13.3.1 The use of RACE procedure.
  - 3.4.13.3.2 The PASS procedure.
  - 3.4.13.3.3 The performance of their role in the event of fire as defined in the Hospital's Fire Plan.
  - 3.4.13.3.4 The Evacuation procedures.

**3.4.14 Safety Regulations:**

- 3.4.14.1 All Maternity and Children Hospital, Hafer Al Batin employees should adhere and comply with all laws and regulations governing the handling and disposal of hazardous materials, infectious wastes and other pollutants.

## **4. PROCEDURE:**

### **4.1 Code of Conduct:**

- 4.1.1 Employees of the hospital and sponsored dependents will conduct themselves in a proper and responsible manner.
  - 4.1.1.1 Obey the laws and respect the customs and traditions in Kingdom of Saudi Arabia.
  - 4.1.1.2 Respect the religious belief and practices of their hospital colleagues and patients. Avoid actions, comments or ill – manners which could be considered as insulting or objectionable.
  - 4.1.1.3 Conduct them in manner which will reflect credit to the hospital.



- 4.1.1.4 Provide excellence in patient care and observe the following guidelines regarding patient relationships.
  - 4.1.1.4.1 Avoid eating, drinking, smoking and boisterous behavior or any similar actions in the presence of the patients.
  - 4.1.1.4.2 Female patients should only be seen by female doctors and provide privacy.
- 4.1.1.5 Adhere to the established rules, regulations and administrative policies of the hospital.
- 4.1.1.6 Perform assigned duties in a careful and honest manner giving the best effort for the hospital.
- 4.1.1.7 Refrain from working for; representing or acting on behalf of any outside or competing concerns with or without compensation unless authorized by the hospital.
  - 4.1.1.7.1 Avoid development of any external interest which might conflict with the interest of the hospital or which might influence judgment or actions during the performance of duty.
- 4.1.1.8 Ensure that all working hours are devoted to assigned responsibilities and duties.
- 4.1.1.9 Refrain from disclosure or dissemination of information, in any manner, concerning job related matters and/or hospital operations without prior authorization.
- 4.2 **Inappropriate Behaviors:** Offenses which constitute cause for disciplinary actions and may lead to termination of employment include:
  - 4.2.1 Abusive or disrespectful actions.
  - 4.2.2 Sleeping on the job, excessive tardiness or absenteeism.
  - 4.2.3 Intentional slowdown and/or disruption of productivity.
  - 4.2.4 Inefficient, careless or unacceptable performance of assigned duties.
  - 4.2.5 Insubordination.
  - 4.2.6 Infraction of the code of conduct.
  - 4.2.7 Unauthorized use of hospital facilities.
  - 4.2.8 Abuse of hospital benefits or privileges.
  - 4.2.9 Negligence in the use of or care of hospital property.
  - 4.2.10 Unauthorized self – medication from hospital or patient supplies.
  - 4.2.11 Careless or malicious damage to hospital facilities or equipment.
- 4.3 **Disciplinary Procedure:**
  - 4.3.1 Disciplinary action will depend upon the nature and severity of the offence to the extent of any previous offenses:
    - 4.3.1.1 **Written warning letters:** are used to document serious or repeated infractions of hospital or departmental rules, policies and regulations. Written warnings will be written or prepared in English/Arabic. When written warning letter is issued, it must be recommended by the employee's supervisor.
      - 4.3.1.1.1 A written warning must describe the nature of and repetitions of the offenses for which the employee is being disciplined. It must also present corrective actions as well as state the consequences of any future infractions.
      - 4.3.1.1.2 Acknowledgement of warning:  
The employee will be required to acknowledge the written warning by signing a copy of the warning. If the employee refuses to sign the warning letter, it must be signed by the department head for the employee in the presence of the employee and a witness. The witness will sign the warning letter to at least to the fact that it was presented to the employee.
    - 4.3.1.2 **Verbal warning:** The employee involved should be counseled by the employee's immediate supervisor who should point out the nature of the employee's shortcomings and offer advice on how to correct these shortcomings.
    - 4.3.1.3 **Suspension from duty:**
      - 4.3.1.3.1 Based on the severity of the offenses, an employee maybe suspended from duty without pay. All suspensions must be documented by a written



warning is not required prior to a suspension, prior to any suspension, the HR personnel department must be notified.

- 4.3.1.3.2 An employee may be suspended from duty without pay for a period not exceeding 5 days by the employee's department head, a period not in excess of 7 days by the appropriate next higher administrative level.

4.4 Disciplinary Procedure – Property Damage:

4.4.1 Due to serious nature of hospital property damage, the following procedure is established to prevent such damage.

4.4.1.1 **Training** – It is responsibility of each supervisor and department head to properly train each employee in work methods to avoid any damage to the hospital, other employees to the equipment itself.

4.4.1.2 **First Offense** – the employee will be counseled by his/her supervisor or department head and retained, if necessary. As record of the counseling session to the retraining, if necessary, will be placed in the employee's file maintained in the employee's department.

4.4.1.3 **Subsequent Offenses** – any subsequent offenses will be processed.

4.5 Grievance Procedure:

4.5.1 Any grievance arising from the implementation of this chapter maybe processed through the grievance procedure, defined in policies on management of conflict amongst staff members.

4.6 Documentation:

4.6.1 The original documentation of any warning or suspension must be forwarded to the personnel affairs for inclusion in the employee's personal file.

4.7 Termination of Employment:

4.7.1 Should it become necessary to terminate the services of an employee, the policies defined on termination of employment will apply.

4.8 Management of Conflicts:

4.8.1 Effective conflict management amongst staff members shall be achieved through the participation of staff members' department heads and leadership. The Ministry of Health staff may use this procedure when it is believed an unfair or improper action has occurred, provided that the action complained of involves a claim of a violation of a hospital or department policy which has a direct and adverse effect upon him/her.

4.8.1.1 The staff member in conflict shall follow the line authority as displayed in the Hospital/Departmental Organizational Chart and forward the topic of conflict to the department head verbally or in writing. He/she should describe the points of conflict including the intended objectives of a solution.

4.8.1.1.1 The interests of Ministry of Health and its staff are best served when problems are resolved as part of regular communication between the employees and the appropriate head of department/supervisor.

4.8.1.1.2 The department head should consider the application made by staff member and preferably meet with him/her to obtain more detailed information. If the staff members are in the same department, they should be approached by the department head and be heard.

4.8.1.1.3 If more than one department is involved, then the respective department heads should confer and discuss the conflict.

4.8.1.1.4 Department heads should interview the staff members in conflict, come to a decision and inform them of their decision.

4.8.2 If the staff members is not satisfied with the actions taken by the department head, he/she is entitles to take his/her grievance to Maternity and Children Hospital, Hafer Al Batin Leadership.

4.8.2.1 Supervisor

4.8.2.2 Medical Director

4.8.2.3 Hospital Director

4.8.3 The leadership can forward the complaint to the Staff Rights Administration for investigations/actions/feedback to the complainant.

- 4.8.3.1 The grievance procedure combines an informal system of problem solution and formal written procedure.
- 4.8.3.2 Whenever possible, questions and problems should be handled on an informal basis. When such problems cannot be handled on an informal process, Ministry of Health rules and regulations on a grievance procedure shall be applied.
- 4.8.3.3 Each supervisor has the responsibility to answer work – related questions in attempt to resolve employee grievances.
- 4.8.3.4 The conflict should be resolves within one month maximum.
- 4.8.4 If the staff is still not satisfied with the management of his/her complaints on the Hospital level, then the complaints can be forwarded to Ministry of Health.
- 4.8.5 The employee may withdraw a complaint, without prejudice, at any point in the process.

**5. MATERIALS AND EQUIPMENT:**

N/A

**6. RESPONSIBILITIES:**

- 6.1 QM&PS Director
- 6.2 Human Resource Director
- 6.3 Director of Nursing
- 6.4 Medical Director
- 6.5 Hospital Director

**7. APPENDICES:**

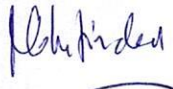


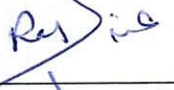



N/A

**8. REFERENCES:**

- 8.1 Ministry of Health Rules and Regulations.
- 8.2 Prince Mutaib Bin Abdulaziz – Al Jouf, October, 2017.



**APPROVALS:**

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