

## CODE OF ETHICS AND PROFESSIONAL RESPONSIBILITY

### Preamble

The purpose of the American Association of Healthcare Administrative Management, Hawthorn Chapter, are the following: To promote the recognition of Patient Account Management as a vital part of financial management in the health care industry; to encourage the implementation of efficient business and receivable management in all areas of health care; to stimulate the exchange of information among members and associates; to develop and implement education programs; to implement programs for the professional development of persons new to the industry; to establish high standards of performance for persons involved in continuing changes in technology and evolving concepts in the delivery of health care.

Members of the American Association of Healthcare Administrative Management, Hawthorn Chapter, are committed to the highest standards of professionalism, integrity, and competence. Members recognize their direct responsibilities to clients, employees, colleagues, payers, the general public, and the Association.

The Code of Ethics and Professional Responsibility of the American Association of Healthcare Administrative Management, Hawthorn Chapter, consists of Canons, Ethical Standards, and Rules of Conduct. The Canons are broad principles of responsibilities and obligations expressing general concepts. Ethical Standards are goals towards which members should strive in their professional performance and behavior. Rules of Conduct are specific standards of mandatory and enforceable nature. The Rules of Conduct represent the minimum level of conduct required of each member.

### CANON I

**RESPONSIBILITIES TO EMPLOYER AND PROFESSION:** Members should provide dedicated, competent, and responsible service to uphold the purpose and mission of their employer and profession.

**ETHICAL STANDARD 1.01 Knowledge and Skill:** Members should strive to improve their professional knowledge and skill.

*RULE 1.01.1 Members shall keep informed on all technical matters that are essential to the maintenance of the minimum level of professional competence in the area of Patient Account Management.*

*RULE 1.01.2 Members shall competently and consistently perform their duties.*

*RULE 1.01.3 Members shall not misrepresent their professional credentials, experience, or performance.*

*RULE 1.01.4 Members shall not undertake to provide professional services if the competence is substantially impaired.*

**ETHICAL STANDARD 1.02 Conduct:** Members should uphold the integrity and dignity of the profession and their employer's purpose and mission. Members should pursue their professional activities with honesty, fairness, and enthusiasm.

*RULE 1.02.1 Members shall not, in the course of their professional career, purposely violate relevant regulations and statutes.*

*RULE 1.02.2 Members shall neither encourage nor participate in conduct involving fraud or wanton disregard of the rights of others.*

*RULE 1.02.3 Members shall neither offer nor accept gifts which are intended or may be viewed as having the potential to interfere with the exercise of unprejudiced and unbiased judgment.*

*RULE 1.02.4 In the event there is imposed upon a member, by his employment another standard of ethical conduct, the member shall be bound by that standard along with the Association's and Chapter's standards. Any violation of these standards shall be considered just cause for sanctions.*

**ETHICAL STANDARD 1.03 Conflict of Interest:** Members should not commence or continue relationships that might, even by implication, cause embarrassment to themselves or impair the purpose and mission of their employer and profession.

*RULE 1.03.1 Members shall disclose to their employer and/or clients circumstances that could be construed as conflicts of interest and should ensure that such conflicts do not result in undue personal gains or compromise of the performance of one's duties.*

**ETHICAL STANDARD 1.04 Confidentiality of Employer Records:** Members should respect the sensitive information obtained in the course of their professional activities as well as the confidentiality of medical facts and information.

*RULE 1.04.1 Members shall not reveal information obtained in the course of their professional activities which they have been asked to maintain in confidence or which is recognized as confidential by statute or court decision. However, under exceptional circumstances members may reveal such information to the extent that the members reasonably believe necessary to stop an act which creates an appreciable risk of significant harm to health or safety of others and which the members are reasonably unable to prevent in any other manner.*

*RULE 1.04.2 Members shall abide by the Health Insurance Portability and Accountability Act (HIPAA) as it relates to the privacy and security of information as it may be amended over time.*

**ETHICAL STANDARD 1.05.1 Human Rights:** Members should uphold human rights in all their professional activities.

*RULE 1.05.1 Members shall not discriminate in their professional activities on the basis of race, gender, creed, color, national origin, political affiliation, sexual orientation, socioeconomic status, sex, age, or physical handicap.*

**ETHICAL STANDARD 1.06 Standards of Excellence:** Members should continually seek to raise the profession's standards of excellence through education, research and training.

## CANON II

**RESPONSIBILITIES TO PATIENTS AND THE GENERAL PUBLIC:** Members should be diligent in the performance of their occupational duties.

ETHICAL STANDARD 2.01.1 Competence: members should competently and consistently discharge their occupational duties with respect, courtesy, and responsiveness.

*RULE 2.01.1 Members shall conform to applicable laws and regulations in the area of Patient Account Management. Members may rely on the advice of other qualified persons as to the intent and meaning of such laws and regulations.*

*RULE 2.01.2 Members shall not lie, distort facts, or in any way deceive employers, co-workers, patients, other persons or entities with whom they have contact.*

ETHICAL STANDARD 2.02 Confidentiality of Patient Records: Members should respect the patient's right to privacy and the confidentiality of medical records.

*RULE 2.02.1 Members shall not reveal either the patient's medical or socioeconomic information obtained in the course of their professional activities except as authorized by the patient or a court of appropriate jurisdiction.*

*RULE 2.02.2 Members shall abide by the Health Insurance Portability and Accountability Act (HIPAA) as it relates to the privacy and security of information as it may be amended over time.*

ETHICAL STANDARD 2.03 Human Rights: Members should uphold human rights and exercise unprejudiced and unbiased judgment in all of their professional activities.

*RULE 2.03.1 Members shall not discriminate in their professional activities with patients and the general public on the basis of race, gender, creed, color, national origin, political affiliation, sexual orientation, socioeconomic status, sex, age, or physical handicap.*

ETHICAL STANDARD 2.04 Public Understanding: Members should assist in improving the public's understanding of Patient Accounting as well as to strive to improve the public's appreciation and understanding of the purposes and mission of the Association.

*RULE 2.04.1 Members shall provide the general public with objective information concerning their health care reimbursement options.*

*RULE 2.04.2 Members shall be tolerant and sensitive to the views of individuals and organizations that are concerned with the relationships of patients and health care providers.*

### CANON III

#### RESPONSIBILITIES TO SUBORDINATES, COLLEAGUES, AND COMPETITORS:

Members should respect the rights and acknowledge the professional aspirations and contributions of their colleagues.

ETHICAL STANDARD 3.01 Professional Environment: Members should provide their employees with a suitable working environment, compensate them fairly, and facilitate their professional development.

ETHICAL STANDARD 3.02 Objectivity: members should strive to develop judgments and recommendations on an objective and independent basis without consideration of personal gain.

*RULE 3.02.1 Members shall avoid relationships which could compromise their objectivity and independence.*

ETHICAL STANDARD 3.03 Credibility: Members should pursue their professional activities with honesty, fairness, and commitment. *RULE 3.03.1 Members shall not intentionally or recklessly deceive or mislead anyone.*

ETHICAL STANDARD 3.04 Respect for colleagues and Competitors: Members should respect the rights of colleagues.

*RULE 3.04.1 Members shall avoid misleading, derogatory, or other inappropriate references to the quality of service performed by a colleague or competitor.*

*RULE 3.04.2 Member's competitive practices must be fair and honorable.*

ETHICAL STANDARD 3.05 Confidentiality of Employee Records: Members should respect the confidentiality and sensitive information contained in employee records.

*RULE 3.05.1 Members shall not reveal information contained in the employee records which they have been asked to maintain in confidence or which is recognized as confidential except as authorized by law or a court of appropriate jurisdiction.*

ETHICAL STANDARD 3.06 Professional Recognition: Members shall build their professional reputation on the merits of their own service and performance and shall recognize and give credit to others for work that they have performed.

#### CANON IV

RESPONSIBILITIES TO THE AMERICAN ASSOCIATION OF HEALTHCARE ADMINISTRATIVE MANAGEMENT, HAWTHORN CHAPTER: Members should provide dedicated, competent and responsible service to uphold the purpose and mission of the Association and Chapter as set forth in the Preamble.

ETHICAL STANDARD 4.01 Standards of Excellence: Members should continually seek to raise the standards of the profession through education, research, and training.

ETHICAL STANDARD 4.02 Integrity: Members should uphold the integrity of the Association and Chapter.

*RULE 4.02.1 Members have a duty to understand and abide by all Rules of Professional Conduct which are prescribed in the Code of Ethics and Professional Responsibilities of the Association and Chapter.*

*RULE 4.02.2 Members shall not directly or indirectly condone any act which the member is prohibited from performing by the Rules of this Code.*

*RULE 4.02.3 Members possessing non-privileged information concerning the alleged violation of this Code shall, upon request, reveal such information to the body or authority empowered by the Association and Chapter to investigate or act upon the alleged violation.*

*RULE 4.02.4 Applicants for membership in the Association and Chapter shall not make any misrepresentations.*

*RULE 4.02.5 Members applying for eligibility to sit for a certification exam shall not make any misrepresentations.*

*RULE 4.02.6 Conduct of members taking an examination must be in strict compliance with all*

*examination rules. Members involved in the examination grading process shall at all times be impartial, unbiased, and fair.*

ETHICAL STANDARD 4.03 Conduct: Members should serve the Association and Chapter competently and in a professional manner with unprejudiced and unbiased judgment.

*RULE 4.03.1 Members shall not attempt to influence the operation of the Association or Chapter, contrary to its best interest and purpose, for personal or professional gain.*

*RULE 4.03.2 Members shall not use the fact of membership or official duty in the Association for commercial purposes but may state Association or Chapter involvement in resumes, prospectus, and speaker introductions. Speakers should clearly state that the opinions and ideas presented are their own and not necessarily those of the Association or Chapter except for members and officers who are authorized.*

*RULE 4.03.3 Members shall not misstate authority to represent the Association. Specifically, a member shall not write, speak, or act in such a way as to lead another to believe that they are officially representing the Association or Chapter, unless the member has been duly authorized.*

## **QUALIFICATIONS FOR OFFICERS AND CHAIRS**

### **FOR THE OFFICE OF:**

- President:** Shall be willing to assume the duties of President. Shall be a participating member, in good standing, for a minimum of two (2) years in the Hawthorn Chapter. Must have the backing of his/her hospital, clinic, or agency.
- Vice-President:** Shall be willing to assume the duties of Vice-President. Shall be a participating member, in good standing, for a minimum of two (2) years in the Hawthorn Chapter. Must have the backing of his/her hospital, clinic, or agency.
- Secretary:** Shall be willing to assume the duties of Secretary. Shall be a participating member, in good standing, for a minimum of two (2) years in the Hawthorn Chapter.. Must have the backing of his/her hospital, clinic, or agency. Must have a working knowledge of an organizational secretary.
- Treasurer:** Shall be willing to assume the duties of Treasurer. Shall be a participating member, in good standing, for a minimum of two (2) years in the Hawthorn Chapter. Must have the backing of his/her hospital, clinic, or agency. Must have the working

knowledge of an organizational treasurer.

Chairperson of the Board: Immediate Past President of Hawthorn Chapter. If unable to serve, the President shall appoint a Past President to serve in this capacity.

Board Member: Shall be willing to assume the duties of Board Member. Shall be a participating member, in good standing, for a minimum of two (2) years in the Hawthorn Chapter. Must have backing of hospital, clinic, or agency.

It is required that Officers must have served on at least one (1) Chapter Committee so that he/she can be knowledgeable of the workings of the organization before assuming a commanding position.

Anyone who accepts a leadership position with the organization must be willing to make the commitment necessary to meet the expectations of the position.

### **OFFICERS AND CHAIRPERSONS RESPONSIBILITIES**

President: Presides at the general membership meetings of Hawthorn Chapter and at Executive Board Meetings. Oversees all Officers, Board Members, and Committee Chairpersons to see that they are fulfilling their assignments. Shall be an ex-officio member of all committees, standing and special, except the Nominating Committee. Shall execute policy and provide leadership to meet their objectives and goals. Shall keep the Vice- President fully informed on all matters and seek his/her assistance when needed. Attends a minimum of 2 out of 3 of the National President's meetings. Shall be available to any member for help/advice.

The following activities are unique to this position:

- A) Notify National Office as soon as possible after the first of the year of our program schedule for the coming year.
- B) Approve Committee Chairpersons and members.
- C) Appoint Committee Chairpersons and members
- D) Update all brochures used by Hawthorn Chapter during the year.
- E) Submit list of new officers to the National Office.
- F) Shall be co-signer on Chapter checks.
- G) He/She shall be bonded.

Vice President: Shall perform the duties of the President in the President's absence. Shall serve as Education Chairperson.

Secretary: Shall keep the minutes of all meetings of the membership and Executive Board. Shall perform other duties as may be prescribed by the President or Board. Shall type certificates and run off copies for membership for meetings. Shall type evaluation sheets and run off copies for meetings.

Shall send welcome letters as directed by the President. Shall send copies of minutes of Executive Board to all Officers within 45 days of meeting. Shall publish in Hawthorn Highlights all minutes of membership meeting plus recap of meeting evaluation. Shall turn over to his/her successor all records at the end of his/her term of office.

**Treasurer:** Shall be responsible for all monies of Hawthorn Chapter. Shall be responsible for all income/expenses. Shall deposit/withdraw monies from a bank so designated in the name of Hawthorn Chapter. Shall be one of the signers of the checks (the President being the other signer). Shall pay bills/expenses only approved by the President or Chairperson of the Board (if neither available, other member of the Executive Board). Shall make a report of all monies to the membership twice a year. Shall be able to present a budget proposal if asked by the President/Executive Committee if the need arises. Shall turn over his/her books to the Audit Committee for audit purpose. Shall turn over all books, etc. to his/her successor at the end of his/her term of office. He/she shall be bonded.

**Chairperson of the Board, Board of Directors:** Shall provide leadership. Shall attend all Executive Board meetings. Shall promote and encourage increase in membership. Shall help the President and membership in any way needed.

**Legislative Chairperson:** Shall be responsible for notifying membership of new regulations/legislation. Shall be available for members with questions/problems. Shall notify the Governor each year to set up Proclamation for "PAM (Patient Account Management) WEEK".

**Membership Chairperson:** Shall select his/her Committee members (if not appointed by the President). Shall send out membership dues (if not done by National). Shall make membership report at meetings and maintain the membership rolls. Shall be at registration table at meetings and have promotional literature and application forms available. Shall make individual contact with each guest. Shall introduce new members at meetings. Shall strive to increase membership.

**Advertising Chairperson:** Shall promote advertising in the Chapter Newsletter and National Journal. Shall report to the President/Executive Board. Shall notify clients of ad prices and monies due by sending statements. Shall correspond with the Treasurer and Newsletter Chairperson to see that monies have been paid and ads are published.

**Audit Chairperson:** Shall audit the books of the Treasurer as requested by the President/Executive Board.

**Awards Chairperson:** Shall select his/her Committee (if not appointed by President). Shall be responsible for contacting the President for the "President's Award." The President and/or any member of the Executive Board may give input as to

who they think is deserving of this award. Shall select winners of any other awards, such as “Distinguished Service” or “Life Member” (this nominee-L.M. is selected by the Executive Board after receipt of written application and approval by the Executive Board).

Education Chairperson: Shall select his/her Committee members (if not appointed by the President). Shall secure the speaker/speakers for workshops. Shall secure resume of personal background and program content. Shall write letter of confirmation after arrangements have been made. Shall send program content and information on speakers to President/Secretary as soon as possible. Shall send thank you letter after workshop and evaluation report. Shall coordinate with meeting venue what material is needed for the educational meeting, i.e. podium, blackboard, microphone, etc.

Certification Chairperson: Shall select his/her Committee members (if not appointed by the President). Shall encourage all members to become certified. Shall set up coaching courses for members wishing to take the exam. Shall be a liaison between National, examinees, and Chapter President. Shall make periodic reports to the President.

Nominating Chairperson: Shall select his/her Committee members (if not appointed by the President). Shall validate the qualifications of all candidates (ref. Constitution). Shall ask the outgoing Officer if he/she wishes to run again. Shall coordinate submission of ballots to membership at least forty- five (45) days prior to election deadline. Shall retain ballots for 30 days following the results of the election in case of inquiries. Shall be responsible for giving report of election at annual business meeting. Shall be responsible for destroying ballots after vote by Executive Committee to do so.

Approved and adopted