

Integrity

Our Values in Practice.

We Serve.



Compassion & Collaboration



Respect



Accountability



Equity

Code of Conduct and Ethics

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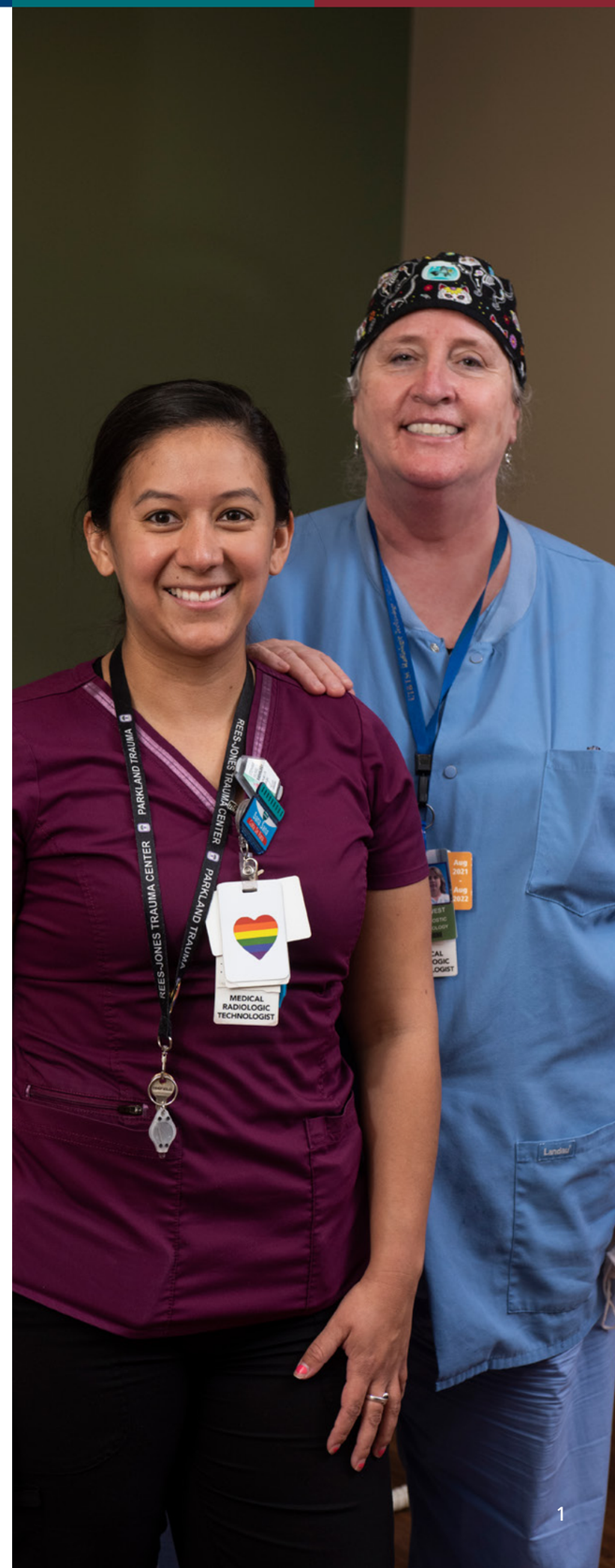
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Throughout this document, any references to Parkland refer to Parkland Health and its Affiliate Organizations. Any references to the Code refer to the Parkland Code of Conduct and Ethics.



Our Message to You



For more than a century, Parkland has provided much-needed health services to the Dallas County community. From our humble beginnings in wood frame buildings to our current 2.8 million square foot, state-of-the-art campus, our charge remains the same – to serve our community.

I am proud to be part of the Parkland team, proud to be associated with our results, and proud that we never rest on our laurels but continue to look for ways to enhance the care and services we provide. This enables us to provide great care to those who depend so greatly on us.

As we continue to define the standards of excellence in public healthcare, we must ensure we deliver high-quality, compassionate care, as well as act with respect and integrity.

The Code of Conduct & Ethics (Code) is our tool for guiding decisions and interactions with each other. I encourage you to read the Code carefully. If you have questions, contact the Compliance and Ethics Department.

If you know of unsafe practices, unethical behavior or violations pertaining to the Code, a Parkland policy or procedure, or any applicable law or regulation, it is your responsibility to speak up and report your concerns.

While the Code won't address every situation you might face, it is a great source of reference and will help you integrate Parkland's values into everyday practice. Your commitment to uphold the Code is essential to building public trust and confidence in Parkland.



Fred Cerise, MD, MPH
President and Chief Executive Officer

Our Inspiration

Parkland is a safety-net provider of medical services, providing equitable access to high-quality care for all people residing in Dallas County.

Compassionate care is at the heart of everything we do – it is our purpose for being.

Our Mission

Advance Wellness
Relieve Suffering
Develop and Educate

Our Vision

We will advance health equity through excellence as a public health system.

Our Values

Serving as our culture's cornerstone, Parkland's values are those inherent principles that guide our organization and are reflected in our employees' actions.

OUR VALUES IN PRACTICE

INTEGRITY — I will be honest, trustworthy, authentic, humble, and transparent.

COMPASSION AND COLLABORATION — I will provide service in a spirit of empathy, concern and love. I will work together with others to deliver excellent care for our community.

ACCOUNTABILITY — I will hold myself and others responsible for high standards of excellence, stewardship, and will welcome feedback.

RESPECT — I will value the unique and varied experiences of others and treat everyone with kindness and humility.

EQUITY — I will value that patients and colleagues come from different walks of life and strive to promote everyone's health, dignity and voice.

Applicability

This Code is periodically approved by the Board of Managers of the Dallas County Hospital District and applies to all Workforce Members of Parkland Health and, unless otherwise noted, its affiliate organizations. Workforce Member means an officer, board member, volunteer, member of the medical staff, contractor, vendor, trainee, or other person whose conduct, in the performance of work for Parkland, is under the direct control of Parkland or a Parkland affiliate, whether or not paid by Parkland or a Parkland affiliate.

Special Considerations and Exceptions

Each Parkland affiliate organization has a unique purpose and serves the Dallas County community in different ways. As such, the affiliates may encounter situations that require special consideration to fulfill regulatory or operational needs. These situations may necessitate deviation from the standard requirements of the Code. For example: Workforce Members of PCHP are not permitted to accept gifts of any kind from any source; and the Code guidance regarding solicitation is not applicable to the Foundation.

Exceptions to the Code may be granted in accordance with the Parkland Code of Conduct Policy.

Questions regarding special considerations or exceptions should be directed to the Compliance and Ethics Department.

About the Parkland Affiliate Organizations

The Parkland Auxiliary, founded in 1940, is a nonprofit volunteer organization that has long supported patients, families and staff across Parkland Health through both service and philanthropy. Operated by dedicated volunteers, the Auxiliary raises funds through initiatives such as the hospital gift shop and vending services, with proceeds supporting programs like employee benevolence, scholarships, spiritual care and staff assistance efforts. With roots in the early "Women's Auxiliary" model, it has evolved into a structured philanthropic partner while maintaining its mission of service. For more than eight decades, the Auxiliary has served as a quiet but enduring extension of Parkland's commitment to compassionate, community-centered care.

The Parkland Center for Clinical Innovation (PCCI), Parkland Community Health Plan (PCHP) and Parkland Health Foundation are affiliate organizations of Parkland Health.

PCCI is an advanced, nonprofit healthcare analytics research and development organization with a collaborative team of expert data scientists and knowledgeable healthcare professionals who go beyond analyzing medical data to examining the social determinants of health to develop new ways to more effectively manage health and wellbeing at the individual and population level.

PCHP is a managed care organization designed to help members access convenient, affordable and quality healthcare services through its network of physicians, hospitals and urgent care centers.

Parkland Health Foundation is dedicated to securing substantial financial resources that advance the goals of Parkland Health. The Foundation's chief purpose is to solicit funds from individuals and organizations on behalf of Parkland Health.



Our Code



In this section:

- Getting to Know the Code
- Understanding Your Responsibilities
- Making Good Decisions
- Reporting Concerns
- No Retaliation

Getting to Know the Code

The Code helps us put our values into practice. Let Parkland's values shine through in every action you take. It is important that you understand the Code and know how it applies to you. If you do not find the information you're looking for in the Code, contact the Compliance and Ethics Department.

The Parkland Board of Managers (Board) approves the Code. The Compliance and Ethics Department periodically reviews the Code and presents proposed updates for the Board's review and consideration, as needed, to sustain accuracy and relevancy.

Who Must Follow the Code?

If you work for or on behalf of Parkland, you are considered a Workforce Member and the Code applies to you.

Our Code and Parkland policies give you the information you need to perform your job. You are expected to know our Code and our policies and follow them.

When Violations Happen

When someone's actions violate our Code, our policies or procedures or applicable laws or regulations, it can harm both Parkland and our patients.

We take any potential violation seriously. When we learn about possible misconduct, we review it carefully and take appropriate steps to correct and, when appropriate, to also impose disciplinary action. If a law is violated, the result could be civil or criminal action against Parkland and the person responsible.



Understanding Your Responsibilities

Demonstrate Parkland-worthy behaviors by modeling Parkland's values in everything you say and do. We each have an individual responsibility to perform our duties in a manner consistent with the requirements in our Code. Know the Code – read it and follow it.

Ask yourself…

- Are my decisions and actions based on the mission, vision and values of Parkland?
- Do I make good decisions?
- Do I act responsibly, professionally and ethically?
- Do I communicate respectfully and honestly?
- Do I consistently follow Parkland's policies and procedures?
- Do I demonstrate compliance with applicable laws and regulations?

Managers and leaders have additional responsibilities:

Be Parkland-worthy. Do what is right, setting the example for others to follow.

Promote the Code. Ensure employees are actively applying its principles, and understand the policies, laws and regulations that apply to each staff member's work.

Be approachable. Be available, maintaining an environment where individuals can comfortably ask questions or raise concerns.

Give feedback. Be respectful, providing appropriate and timely responses to questions or concerns.

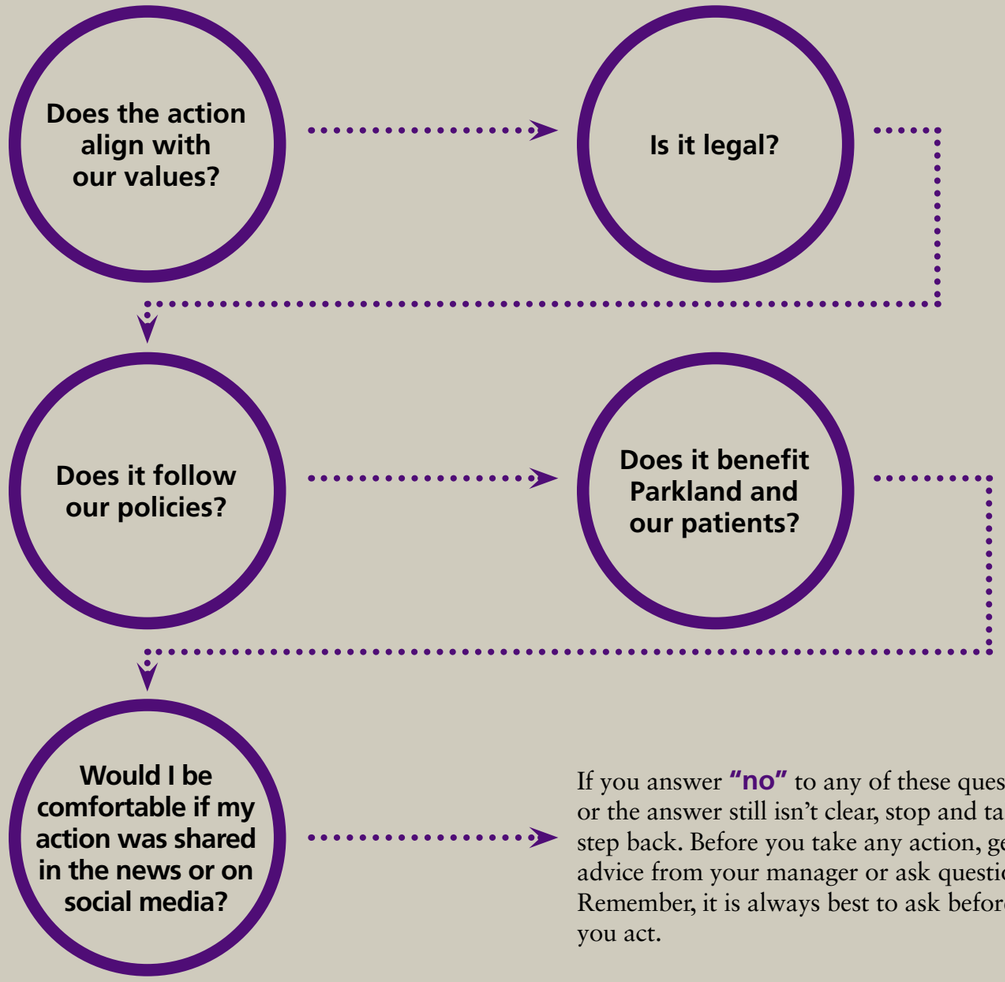
Take action. Assess developing circumstances quickly and accurately, keeping the Compliance and Ethics Department promptly informed of compliance and ethics concerns.

Making Good Decisions

Every day we make choices while serving thousands of patients. Patients depend on us to get their care right, and that puts real pressure on us. You handle that pressure because you're talented and you care. Combine that with self-awareness and humility, and you recognize where we have opportunities to improve and work as a team for the benefit of our patients.

We all have a role to play to care for the residents of Dallas County. The consequences of our actions or inactions are important.

Doing what's right is in our DNA. But there may be times when the right choice isn't clear. If that ever happens, begin by asking yourself:



If you answer **"no"** to any of these questions or the answer still isn't clear, stop and take a step back. Before you take any action, get advice from your manager or ask questions. Remember, it is always best to ask before you act.

Reporting Concerns

Parkland is committed to taking your concerns seriously. You have the responsibility to promptly report potential violations of applicable law, regulation, policy or procedure. You are protected from retaliation if you make a report in Good Faith. In "Good Faith" means that you believe the information is true and reported without omission, including the extent of your own involvement, if applicable.

Concerns may involve situations related to patient care, compliance or business ethics or workplace issues.

Speak up. Speak up when something isn't right. It's always the right thing to do – even if you're not sure that misconduct has occurred.

How do I speak up? Involve your supervisor, manager or any other appropriate member of leadership who can address and resolve the issue. If you need additional help to resolve the issue:

- **Contact your Talent Management Business Partner**. If your concern is a workplace related issue, call your Talent Management Business Partner.
- **Contact the Compliance and Ethics Department**. If your concern is a compliance or business ethics issue, call the Compliance and Ethics Department.
- **Contact the Parkland Integrity Line**. You may also report a concern anonymously by telephone or internet. We will not attempt to identify anonymous reporters.

These two options are available 24 hours a day, 7 days a week:

File a report using the internet at
www.parklandhealth.org/integrityline

Call the Integrity Line
(toll-free) 800-351-0093

Never be afraid to report!

Reports made to the Parkland Integrity Line are received by professionals employed by an outside vendor who are trained to document the information you provide. When you submit a report, you will receive a personal identification number called a Report Key. Please retain your Report Key to check on the status of your report.

Cooperate and be truthful. If you are called upon to participate in any investigative activities regarding a reported concern, you are required to cooperate fully and truthfully.

If you have a concern regarding a patient's safety or care, then you must file a report through the Safety Center.

These reports should be filed as soon as possible, but before the end of your work shift. If you are involved in, or become aware of, a serious patient safety event, promptly page the on-call Patient Safety/Risk Manager via the Smart Web On Call Directory.

If you are aware of a patient requesting to file a complaint, direct the patient to contact the Patient Relations Department.

What's the Diagnosis?

Q – What's the difference between "anonymity" and "confidentiality?"

A – Anonymity means that the reporter's identity has not been revealed to anyone, including the investigator. However, sometimes the very nature/content of a report can unintentionally identify the reporter.

Confidentiality, meanwhile, means that the identity of the reporter is known to the investigator but is not shared with anyone else unless it becomes critical to do so for the case review to be processed effectively. Even so, this will only be done on a "need-to-know" basis and the reporter will be notified prior to disclosure whenever possible.

Workplace concerns include:

- **Difficulties between you and a co-worker**
- **Failure to follow employment-related departmental policies and procedures**
- **Scheduling or wage and hour related disagreements**
- **Unresolved performance issues**
- **Acts of discrimination based on race, color, national origin, sex, sexual orientation, gender (including gender identity and gender expression), religion, age (over 40), disability, military or veteran status**
- **Harassment**
- **Denial of request for reasonable accommodation related to medical condition, disability or religion**
- **Suspicion someone is working under the influence of controlled substances, including alcohol**

Tell Me More

Visit Policy Manager for more information.

Integrity Line

Reporting Obligations

Safety Center Reporting

Internal Investigations

Compliance & Business Ethics concerns include:

Any workplace concern that has previously been reported to another member of management, leadership or Talent Management Business Partner within the Office of Talent Management, but is not resolved.

You believe that you or another Parkland employee/contractor has…

- **Been the subject of retaliation for reporting a concern in Good Faith**
- **Inappropriately received or provided something of value, such as supplies, equipment, gifts or gratuities from a Vendor, Community Partner, Patient/Prospective Patient, Referral Source, etc.**
- **Accepted travel accommodations (airfare, lodging, etc.) from an entity that conducts business with Parkland**
- **Improperly billed or coded patient accounts**
- **Submitted false, inaccurate or questionable claims to Medicare, Medicaid or any other payer**
- **Falsified, inappropriately altered or destroyed official Parkland documents (paper or electronic)**
- **Improperly disclosed protected patient information**

No Retaliation

We understand you need to feel comfortable and confident when sharing your concerns – not worrying about possible retaliation.

Parkland does not tolerate retaliation of any kind against anyone who shares a concern sincerely and in Good Faith.

You will not face disciplinary action or retaliation when you, in Good Faith, report a possible issue, problem, concern, or violation to management, the Office of Talent Management, the Compliance and Ethics Department, the Integrity Line or the Safety Center. That includes acting as a whistleblower in accordance with the Federal False Claims Act or other law.

The False Claims Act provides protection against retaliation for whistleblowers who have been discharged, demoted, suspended, threatened, harassed or otherwise discriminated against in the terms and conditions of employment by their employer in retaliation for filing a False Claims Act action.

Tell Me More

Visit Policy Manager for more information.

Deficit Reduction Act (False Claims Act)

Non-Retaliation

It's in Our DNA

We will not discharge, demote, suspend, threaten, harass or discriminate against anyone for reporting a concern in Good Faith.





Our Values in Practice



Accountability



Integrity



Respect



Compassion & Collaboration



Equity

Integrity

I will be honest, trustworthy, authentic, humble, and transparent.



In this section:

- Complying with Laws and Regulations
- Working with Physicians and Other Referral Sources
- Avoiding Conflicts of Interest
- Maintaining Proper Relationships
- Responding to Government Investigators

Complying with Laws and Regulations

We Believe

The way we work is a reflection of who we are, so we work with integrity – always promoting full compliance with applicable laws and regulations.

Our Commitment

We know compliance is critical to our success, so we uphold the highest standards of ethics and integrity.

We understand and promote full compliance with all of the laws and regulations that apply to us, as well as Parkland policies and procedures.

It's in Our DNA

We seek to understand and follow all of the laws and regulations that apply to our work at Parkland.

What's the Diagnosis?

Q – What happens if a patient is in an emergency situation, but we haven't gone through the proper procedures to access her insurance information?

A – In an emergency, the patient's care comes first. We won't delay treatment while we're seeking financial information.

What Should I Know?

A variety of laws and regulations apply to our industry, including those that cover:

- The integrity of claims
- Patient referrals
- Competition and marketing practices
- Emergency medical services
- Patient privacy and security of patient information

Violating these laws could expose Parkland and our employees to legal liability, fines and other penalties, including termination.

Know Parkland policies pertaining to the Federal False Claims Act, Texas law regarding civil or criminal penalties for false claims and statements and whistleblower protections under such laws.

Tell Me More

Visit Policy Manager for more information.

Compliance with Privacy Requirements

Deficit Reduction Act (False Claims)

Sanction Screening

What Should I Do?

Uphold the Federal False Claims Act. Watch for and report signs of false claims, such as billing for services not provided, billing for the same service multiple times or making a false statement to obtain payment for a service.

Uphold the Anti-Kickback Statute. Never offer to pay anyone for patient referrals. Similarly, do not accept payments or anything of value for referrals that we make. This includes not being rewarded for referrals involving drugs, supplies or healthcare services.

Uphold Federal and State Government Program Requirements. This includes Medicare/Medicaid Provider Agreements, Medicare Conditions of Participation, and other applicable licensure/ accreditation standards.

Uphold the Health Insurance Portability and Accountability Act (HIPAA). Help protect the privacy and security of our patients' personal health information.

Uphold Title VI of the Civil Rights Act. No person may be excluded from participation in, denied benefits of or subjected to discrimination under any federally funded program. This includes providing meaningful access for persons with Limited English Proficiency (LEP). Parkland serves a significant population of LEP patients and their families, and is committed to meeting their communication needs. Be aware and utilize the following resources as appropriate: in-person interpreters, qualified bilingual staff and remote telephone and video interpreting.

Do not conduct business with ineligible persons. Individuals are considered ineligible when they have been sanctioned, have a suspended license or have a criminal conviction related to a Federal Health Care Program. Do not hire or conduct business with individuals or entities that have been sanctioned by the Office of Inspector General of the U.S. Department of Health and Human Services (OIG) or appear on any of the following lists:

- OIG's List of Excluded Individuals/ Entities (LEIE)
- List of Excluded Individuals/Entities by the Texas Office of Inspector General
- General Services Administration System for Award Management
- U.S. Treasury Office of Foreign Assets Control

Be accountable. If you become excluded, debarred, or ineligible to participate in a federal healthcare program, or are convicted of a criminal offense related to the provision of healthcare products or services, you must contact the Compliance and Ethics Department.

Hire with care. Make sure all employees, staff and third parties are properly licensed and trained to order services or provide care.

Do your part. Speak up about any possible violations of laws or policies and cooperate in internal investigations, audits or reviews.

Working with Physicians and Other Referral Sources

We Believe

Assisting patients to connect across the sectors of public health, primary care and community services is vital to improving the continuum of care.

Our Commitment

We maintain relationships with physicians and other referral sources based only on the needs of our community and in keeping with Parkland's mission.

What Should I Know?

In accordance with federal and state laws, Parkland prohibits paying for referrals or accepting payment for the referrals we make.

We accept referrals based only on:

- A patient's unique medical needs
- Our capability to provide needed services
- Availability of our resources
- Need for collaborative care

It's in Our DNA

We are honest and ethical in our interactions with physicians and other referral sources.

What Should I Do?

Do not offer to pay. Never pay or offer to pay or reward anyone to refer a patient, including colleagues, physicians or any other provider.

Refuse payments for referrals. If you are offered any kind of payment for a patient referral, turn it down and report it to the Compliance and Ethics Department directly or through the Integrity Line.

Engage referral sources appropriately. Purchasing goods or services, including clinical services, from a referral source must be in writing and reviewed and approved under applicable laws and regulations and Parkland policies and procedures. A referral source is a person or entity, usually a healthcare provider, who makes or accepts a request for an item or service payable under federal health programs such as Medicare and Medicaid. 42 CFR 411.351, 42 U.S.C. 1320a-7b(b)

What's the Diagnosis?

Q – I am a social worker. A home health agency sent me tickets to the Mavericks game. Can I keep them?

A – No. It is never okay to accept anything of value from a company or agency that refers patients to Parkland or accepts referrals from Parkland.

Q – Can I reward a provider for sending us the most patients?

A – No. It is never okay to offer rewards or payments to anyone, including providers, based on patient referrals.





Avoiding Conflicts of Interest

We Believe

Parkland's mission to serve our community is an important responsibility – we always represent the interests of Parkland.

Our Commitment

Our service to Parkland must be free of undue outside influence, loyalty or desire for personal gain.

What Should I Know?

A conflict of interest occurs when non-Parkland responsibilities or outside loyalties affect (or appear to affect) your ability to carry out Parkland responsibilities independently and objectively.

A conflict of interest might look like:

- Outside employment
- Personal investments
- Personal relationships
- Business opportunities
- Service to other organizations

It's in Our DNA

We do not use our position, or knowledge gained in our position, in any way that we could receive personal benefit.

What Should I Do?

Avoid Conflicts of Interest. Disclose to the Compliance and Ethics Department any outside interest, activity or relationship that could appear to affect your professional judgment.

Make decisions considering only Parkland's best interests.

- Remove yourself from any Parkland decision that could affect your outside interests or those of family members, business partners or friends.
- Do not ask or attempt to influence others to award Parkland business to a family member, business partner or friend.
- Do not use information gained through your position at Parkland for personal benefit.

Put Parkland responsibilities first. Never allow an outside job to interfere with your duties at Parkland. Talk to your supervisor, manager or other appropriate member of leadership before accepting outside employment.

Ask before serving. Before joining the board of directors for another organization or participating on a government committee or commission, contact the Compliance and Ethics Department for guidance.

Tell Me More

Visit Policy Manager for more information.

Conflicts of Interest

Employee Service on External Boards, Commissions, or Committees

Solicitation

What's the Diagnosis?

Q – I'd like to accept a part-time job on the weekends. It has nothing to do with my work at Parkland, and it would only be for a few months. Is that a conflict?

A – Probably not. It depends on factors like the type of job you have and the hours you'll be required to work. Talk to your supervisor, manager or other appropriate member of leadership before accepting to make sure there is no conflict.

Q – I am a nurse. My family owns a business that provides home health services. Is it okay if I tell a Parkland patient about these services?

A – No. Promoting a family business to Parkland patients is not permitted.

Maintaining Proper Relationships

We Believe

We best serve Parkland's interests when our decisions are free of influence from outside relationships or financial interests.

What Should I Know?

Unless specifically permitted by policy, we do not offer or accept gifts, entertainment, or anything of value to or from:

- Patients or Prospective Patients
- Physicians or other Referral Sources
- Vendors or Community Partners

What Should I Do?

Know when to decline a gift. Refusing a gift can be hard, especially if you might offend someone. But if the gift is inappropriate, politely decline to accept the gift.

Honor your recipient's policies. If you are offering a gift or hospitality, be sure to follow both our policies and the recipient's policies to avoid putting our relationship at risk.

Maintain ethical relationships. You may occasionally accept nominal promotional items from Vendors or Community Partners in accordance with policy and if acceptance does not constitute an endorsement or unduly influence business decisions.

Understand proper entertainment. You may accept or offer entertainment or meals as long as the giver is present, the gift is of modest value, is infrequent and is related to Parkland business.

Never accept cash. Accepting cash or cash equivalents, such as gift cards, from patients or vendors is never permitted.

Ask for guidance. If you are unsure whether a gift or offer of entertainment is appropriate, talk to your supervisor or other appropriate member of leadership or contact the Compliance and Ethics Department.

Tell Me More

Visit Policy Manager for more information.

Vendor Gifts, Gratuities and Business Courtesies

What's the Diagnosis?

Q – A vendor has offered to pay for me to travel to a customer showcase to evaluate one of their new products. May I accept?

A – No. Accepting travel or payment to evaluate a product is not permitted. It's only acceptable if the travel is part of an executed contract with the vendor.

I received…



A gift card to a coffee shop or a big-box retail store.



An invitation to dinner with an established vendor.



A tin of popcorn during the holidays.



Tickets to a local sporting event.



A coffee cup with the vendor's logo on it.



Free samples of a vendor's product.

May I accept?

No. You may not accept cash or cash equivalents, like gift cards or gift certificates.

Yes. You may accept an occasional meal if it is of modest value, the vendor is present and business is discussed.

Yes. When such edible gifts occur infrequently and are shared with others in your department.

It Depends. A gift like this will likely exceed nominal value but there are circumstances when it may be permissible. Contact the Compliance and Ethics Department for guidance.

Yes. You may accept occasional promotional items of nominal value like a coffee cup, notepad or pen, and they are not used or displayed in front of patients or family members.

No. You may not accept any free samples, supplies or equipment for personal use.

Responding to Government Investigations

We Believe

Any interactions with the government must be based on honesty and cooperation.

Our Commitment

We understand the unique laws and requirements that apply to our organization and are committed to upholding them.

What Should I Know?

Government representatives may make announced and unannounced visits to any Parkland location.

Always treat visiting government representatives with courtesy and respect. Government audits and investigations related to Parkland matters help us demonstrate that we follow policies and regulations.

In the event of an audit or investigation:

- Immediately notify the Compliance and Ethics Department and the Legal Affairs Department.
- Never mislead a government official, auditor or investigator.
- Cooperate fully; never prevent the collection of information.

What Should I Do?

Let someone know. Ask the government representative to wait in a location where business is not being conducted. Immediately notify the senior manager on duty and Legal Affairs. Have a Parkland employee wait with the government representative while these internal notifications are being made.

Avoid improper interaction. Avoid offering anything of value to the government official and do not request favorable treatment.

Don't alter records. Do not alter or prematurely destroy any record in response to or anticipation of a request for the record by a government agency or court.

Ask for help. Understand that special rules apply when dealing with government officials. Contact the Legal Affairs Department or Compliance and Ethics Department if you have a question.

Tell Me More

Visit Policy Manager for more information.

Search Warrants

Subpoena

Unannounced Visits by Government Representatives



Compassion & Collaboration

I will provide service in a spirit of empathy, concern and love. I will work together with others to deliver excellent care for our community.

In this section:

- Sustaining Quality of Care and Patient Safety
- Protecting Patient Rights
- Safeguarding Protected Health Information





Sustaining Quality of Care and Patient Safety

We Believe

Every patient deserves compassionate and safe care that meets professionally recognized standards.

Our Commitment

We strive to deliver the right care – to the right patient – at the right time – in the right place – every time.

What Should I Know?

Every person is expected to take initiative and join with others to:

- Promote evidence-based practices
- Improve safety and reduce the potential for harm
- Listen actively to patients
- Encourage learning
- Recognize and respect the voice of others to foster innovation

It's in Our DNA

We work to identify the potential for care-related harm and proactively seek to eliminate it.

What Should I Do?

Practice responsibly. Only provide clinical services that are indicated and within the scope of your education, skill and clinical privileges.

Create value. Follow established quality improvement protocols to improve the level of care and quality of patient services.

Step up. Participate in performance improvement and patient safety activities aimed at improving quality of care and patient outcomes.

Speak up. If you have a patient safety concern, speak up.

- Clearly state your concern.
- Ask for clarification or assistance.
- If needed, ask for a time-out to discuss further.
- Contribute to resolving the problem.
- Call your supervisor or the nurse administrator on call (in-house 24/7).

Be accountable. When problems come up with patient care, we hold ourselves and each other accountable. We find out the cause and improve our methods for the delivery of care.

Follow up. Promptly report any incident that may compromise patient care or safety.

Foster patient reporting. Encourage patients and their families to report their observations and complaints of unsafe conditions to a supervisor or a Patient Relations Advocate.

Tell Me More

Visit Policy Manager for more information.

Medical Staff Bylaws

Medical Staff Rules and Regulations

Nursing Peer Review

Nursing Practice Act in the State of Texas

Safety Center Reporting

Quality Assessment and Performance Improvement Plan

What's the Diagnosis?

Q – Is it acceptable for a nurse to perform a procedure normally performed by a doctor if a doctor has requested it?

A – No. A doctor or advanced practice professional may not delegate a task that falls within his or her scope of practice to someone who isn't appropriately licensed and credentialed to perform it.

Protecting Patient Rights

We Believe

When we listen to our patients, protect their rights and preserve their dignity, we honor the trust they have placed in us.

Our Commitment

Parkland will provide appropriate and impartial access to care. At all times, the patient shall be treated with dignity and respect.

What Should I Know?

We apply our admission, treatment, transfer, and discharge policies to all patients based upon their needs and our mission.

We serve all patients without considering race, color, age, religion, national origin, sex (gender, gender identity, sex stereotyping, pregnancy, childbirth and related medical conditions), gender (including gender identity and gender expression), sexual orientation or disability.

All patients and their representatives must be given appropriate confidentiality, privacy, advocacy, safety, an avenue to lodge complaints, and an opportunity for resolution of complaints and pastoral or spiritual care.



What Should I Do?

Support Patient Rights. Acknowledge and follow the Patient Rights and Responsibilities Procedure. Parkland is committed to meeting the communication needs of Limited English Proficient (LEP) patients by facilitating effective communication between providers and patients. Services such interpretation, translation and American Sign Language (ASL) are provided in a respectful and culturally sensitive manner.

Communicate clearly. Share information with patients in a manner and language that the patient can understand. Allow for questions and clarification.

Encourage involvement. Create an environment of care where patients can speak openly with their providers, are informed about treatment options and are encouraged to be involved in their own care.

Listen to patients. Listen to and respect patient decisions regarding care, consent for treatment, managing pain or changing or withdrawing treatment.

Answer questions. Provide compassionate, accurate and timely responses to patients' questions.

Act to protect. Promptly report to your supervisor, manager or other appropriate member of leadership any alleged, perceived or real abuse, neglect, harassment, intimidation or exploitation of a patient.

It's in Our DNA

Serving with compassion, we help patients to exercise their rights and understand their responsibilities.

Tell Me More

Visit Policy Manager for more information.

Language Assistance for Limited English Proficient Patients

Individuals Involved in Patient Care

Patient's Rights and Responsibilities

What's the Diagnosis?

Q – A patient is not a proficient English speaker, but her minor-aged daughter seems to be very involved in helping her mother understand the conversations going on around them. Is it alright to let the young daughter translate when explaining the diagnosis to the parent?

A – It Depends. Every effort should be made to provide the patient a professional medical interpreting service. While we discourage the use of adult family members or friends, exceptions can be made if requested by the patient or in extenuating circumstances with patient consent. When this occurs, all of the following information must be documented in the patient record: details regarding the efforts to secure a qualified medical interpreter, the reason(s) for not using a qualified medical interpreter, confirmation of the patient's request or consent to use an adult family member or friend and the identity of the person acting as the interpreter.

Safeguarding Protected Health Information

We Believe

Our patients trust us with their personal information, and we must honor their right to privacy.

Our Commitment

We safeguard our patients' Protected Health Information (PHI) to prevent it from being misused or inappropriately disclosed. We do not use or share PHI unless it's necessary to do our jobs or we are required by law.

We follow all applicable laws and regulations that protect our patients' PHI.

What Should I Know?

Laws such as the Texas Medical Privacy Act and the Health Insurance Portability and Accountability Act (HIPAA) tell us how to appropriately use PHI and share it with others.

PHI refers to personally identifiable information that can be used to contact, locate or identify someone, when used together with information about medical or mental health care or payment for health care services. PHI includes:

- Demographic information (name, address, zip code, telephone number, email address, date of birth, social security number, sexual orientation, gender identity)

- Other characteristics that can uniquely identify an individual (finger or voice print, photographic image [not limited to face], government-issued certificate or license number, vehicle identification and serial numbers, license plate numbers, Internet Protocol (IP) address, Web URL, personal device identifiers and serial numbers)

- Any information related to medical or mental health care services or payment (medical record number, health plan beneficiary number, medical account number, medications, test results, images [x-ray, MRI], diagnoses, coding, billing, treatment notes, etc.)

What Should I Do?

Respect the patient's privacy. Do not access, use or discuss PHI, unless it's needed in the course of treatment of patients, payments, or healthcare operations.

Limit the use of PHI. Collect and use only the PHI that you need to accomplish a task. Base your use on your role in the patient's care and the need to know.

Follow our procedures. Know and follow all of the administrative and technical procedures we have in place to prevent unauthorized access to, use of or disclosure of PHI.

Get authorization. Get proper authorization from the patient before you disclose PHI. Do not share, transmit, or otherwise use PHI for any purpose other than treatment, payment or healthcare operations.



Tell Me More

Visit Policy Manager for more information.

Accessing Protected Health Information

Notices of Privacy Practices

Permissible Uses of Protected Health Information

Confidentiality and Release of Health Care Information

Reporting Privacy Incidents

Safeguarding Protected Health Information

Information Security Management Standards

It's in Our DNA

We properly access, use and disclose our patients' Protected Health Information.

What's the Diagnosis?

Q – A friend has asked me to access an electronic medical record to review the results of a recent laboratory test. Since this is my friend making this request, am I authorized to provide this information?

A – No. Don't ever access this information unless you are a member of the care team and provide this information in the normal course of providing care to the patient.

Q – A caller from the local newspaper is asking for status or other information about a patient. May I respond?

A – No. If you receive any request from the media regarding the condition of a patient, do not confirm or otherwise provide any information. Instead, redirect the request to Corporate Communications.

Q – If I am coming right back, do I have to log-out (or tap-out) of my workstation?

A – Yes. Don't leave a workstation with your sign-on credentials still active. Everyone must log off/tap out before leaving a workstation.

Accountability

I will hold myself and others responsible for high standards of excellence, stewardship, and will welcome feedback.

In this section:

- Appropriately Using Parkland Assets
- Protecting Confidential Information
- Appropriately Using Artificial Intelligence
- Keeping Accurate Business Records
- Complying with Billing and Coding Requirements
- Representing Parkland
- Conducting Responsible Research
- Protecting Research Participants



Appropriately Using Parkland Assets

We Believe

The public has entrusted us to protect, maintain and use Parkland's assets for the purpose of carrying out our mission.

Our Commitment

We preserve our organization's assets and ensure their appropriate use and safeguarding.

What Should I Know?

You have a responsibility to appropriately manage, maintain and/or use Parkland assets as we conduct our operations. These may be owned, leased, or borrowed assets and include such things as:

Tangible Assets

- Land
- Buildings
- Equipment
- Medical supplies and drugs
- Information technology and hardware
- Other supplies

Intangible Assets

- The Parkland name and logo
- Copyrighted information
- Confidential Information
- Communications including email
- Intellectual property
- Licensing agreements
- Information system tools, including email communications

Email, Internet and Information Systems

Parkland provides you with information systems tools for authorized business purposes. Use of Parkland's information systems is governed by our information security policies and procedures. Be sure not to share passwords; do not leave workstations and laptops unattended, and do not click on web links that you are not familiar with.

What Should I Do?

Use property and equipment properly. Use all property and equipment for intended purposes and follow procedures for proper use. Keep equipment maintained and speak up when it's damaged or not working properly. Do not use it for your own benefit – even if Parkland is disposing of it.

Practice good safety and security. Follow safety and security procedures. Keep secure areas locked and supplies secure. Speak up about any theft, loss or misuse of property or equipment.

Protect intellectual property. Keep confidential assets secure to prevent disclosure. Do not share research or other intellectual property without proper authorization.

Follow IT policies. Follow our computer and network security procedures to prevent unauthorized access. That includes not installing unauthorized software onto Parkland devices, copying software or sharing your ID or user password.

It's in Our DNA

We protect, maintain and use assets for the purpose of carrying out the Parkland mission.

Tell Me More

Visit Policy Manager for more information.

Device and Media Controls

Information Security Management Standards

What's the Diagnosis?

Q – My department has several old computers that are about to be replaced with a newer model. I don't think anyone will use these old computers. Is it okay for me to take one home for my child to use for his schoolwork?

A – No. It is never okay to take an old workstation for personal use. To safeguard Parkland's data assets, any information that is stored on the device must be removed before the device is reallocated or destroyed. Call the Information Technology (IT) Service Desk to request removal, reallocation or disposal of old workstations.

Q – May I send Parkland related items to my personal email address so I have a copy?

A – No. The unauthorized sending, storing, copying, and transmitting of any Parkland information, including via personal email, is prohibited.

Protecting Confidential Information

We Believe

Confidential Information is critical to our business and our reputation, so it must be protected from loss, misuse or inappropriate disclosure.

Our Commitment

We maintain and protect the confidentiality of proprietary and/or private information regarding our patients, employees and operations.

What Should I Know?

If in the course of doing your work for Parkland, you receive access to Confidential Information related to Parkland operations, you must use it appropriately and protect it.



Confidential Information includes any information that is:

- Protected by law, such as, but not limited to, Protected Health Information (PHI) or financial transaction information covered by the Payment Card Industry (PCI) Data Security Standard.
- Proprietary, not publicly known or restricted for us to broadly communicate or share.

Examples of Confidential Information include, but are not limited to:

- Financial, legal or business records
- Personnel information
- Patient lists or clinical information
- Patient information
- Vendor pricing or contract terms
- Research data
- Proprietary computer software
- Communications including emails

The unauthorized sending, storing, copying or transmitting of any Parkland Confidential Information or PHI via email to an external entity, personal email account, social media, USB, CD/DVD, mobile device, smartphone (including taking pictures) is always prohibited.

Parkland prohibits the use of Confidential Information for personal benefit.

What Should I Do?

Respect personal privacy. If your work involves collecting, handling or storing personal information of our staff, patients or partners, do so carefully, following data privacy laws.

Refer requests. If you receive a request for information that's confidential, ensure that it is appropriate to share the information. If unsure, seek appropriate approval before disclosing it.

Do not disclose. Be careful not to discuss Confidential Information in casual conversations, on social media or in public places.

Know when to share. Only share proprietary or protected information with those who have a legitimate and lawful need to know.

Report disclosure. If you believe that Confidential Information has already been exposed, lost or stolen, immediately report it to your supervisor, manager or other appropriate member of leadership.

Follow information security policies. Secure confidential records, both paper and electronic. Protect electronic information by never sharing passwords or posting it publicly.

It's in Our DNA

We protect Confidential Information about our patients, our employees, our business and our partners.

Tell Me More

Visit Policy Manager for more information.

Releasing Employee Information

Confidentiality and Release of Health Care Information

Information Security Management Plan

Employee Records

What's the Diagnosis?

Q – A Facebook friend was recently flown by air ambulance from an accident scene. Everyone is trying to find out which hospital she was taken to. They want to know if she was admitted to Parkland. Is this okay?

A – No. You may not use your access to the patient's medical record to comment on (confirm or deny) whether the patient has been brought to Parkland.

Q – Can I use my computer access to view my own health information?

A – No. You may not use your job-related access to view your medical information. Like all patients, we can access our records by using MyChart™ or by contacting Health Information Management.

Appropriately Using Artificial Intelligence



We Believe

Appropriate and ethical use of Artificial Intelligence ("AI") continues to be an integral part of advancing Parkland's mission, vision and values: advancing wellness, relieving suffering, developing and educating, and advancing health equity through excellence as a public health system.

Our Commitment

Parkland is committed to continuing its use of AI in a responsible way within a framework that appropriately balances patient rights, privacy, security, ethical, legal, social, and public health considerations. Parkland will continue to use AI to provide high quality, timely patient care and improve the work experience for all Workforce Members, consistent with our obligation to be good stewards of taxpayer funds.

What Should I Know?

AI is sometimes defined as a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments.

AI and other emerging technologies continue to offer new opportunities and new challenges that will require us to be mindful when using, adopting, or deploying new and existing AI tools to further Parkland's mission and to improve the lives of our patients and our Workforce Members.

You have a responsibility to ensure all work performed on behalf of Parkland, including the use of AI, is done so in an appropriate and ethical manner.

What Should I Do?

Use only Parkland-provided AI Tools. If your work involves the use of AI tools, do so carefully and consistent with their intended purpose. The use of unapproved AI applications has the potential to harm patients and also creates compliance and privacy risks that may result in fines and penalties for you and Parkland.

Appropriate Use and Minimum Necessary. The use of Confidential Information, whether related to patients or Parkland business within unapproved AI applications or for an unapproved purpose is strictly prohibited. For Parkland-provided AI tools, only use Confidential Information if it is consistent with its intended purpose and even then, only use the minimum amount of information needed to complete your job-related duties.

Complete and Document Required Training. All Workforce Members must complete training to understand general AI principles and their associated limitations. Additional training specific to certain AI tools may also be required for identified Workforce Members. When deploying AI tools, leaders have the responsibility to ensure users have appropriate education or training prior to use and implementation.

Use AI Responsibly. You are accountable for any output created by AI tools. It is important to be vigilant and mindful of the importance to review the output, and to the extent possible, verify and validate whether it is accurate and trustworthy. When applicable, clearly attribute any output used for work purposes to the AI application that created it through a footnote or other means visible to the reader.

Speak Up. If you identify inaccurate or potentially discriminatory output when using a Parkland-provided AI tool, especially as it relates to patient care decision support tools, notify your leader, your IT Business Partner, or the Compliance and Ethics Department.

What's the Diagnosis?

Q – There is a publicly available AI tool that works really well and it says it is HIPAA compliant on its website. Does that mean it's approved for use?

A – No. You may not use AI tools that are not Parkland-provided. If there is a resource you need, talk to your leader or IT Business Partner to learn if there is already an approved tool that can perform that function or if it can be evaluated for potential future use.

Q – I'm using a Parkland-provided AI tool but I noticed responses appear inconsistent, inaccurate, or biased based on how I word my prompt, and/or I disagree with the output. Since it's an approved tool, should I trust it or tell someone about it?

A – Speak up. Even approved tools aren't perfect which is why it's important to cross-check with others, verify and validate output, and speak up if you identify a potential problem. AI tools are not intended to replace your professional judgement.

Keeping Accurate Business Records

We Believe

Maintaining accurate records helps us to safely care for our patients and is vital for good business operations.

Our Commitment

We ensure patient, business and financial records are accurately documented, whether in electronic or paper form.

What Should I Know?

Relying on accurate records, we are able to:

- Comply with legal and regulatory reporting obligations
- Manage our business
- Meet obligations to our patients and the community

Tell Me More

Visit Policy Manager for more information.

Destruction of Scanned Documents

Policy on Records & Information Management

Record Retention Review

Records Retention Schedule

What Should I Do?

Focus on accuracy. Never falsify or alter any record. That includes never making false entries or changing transactions to cover up something improper. Our records include such things as:

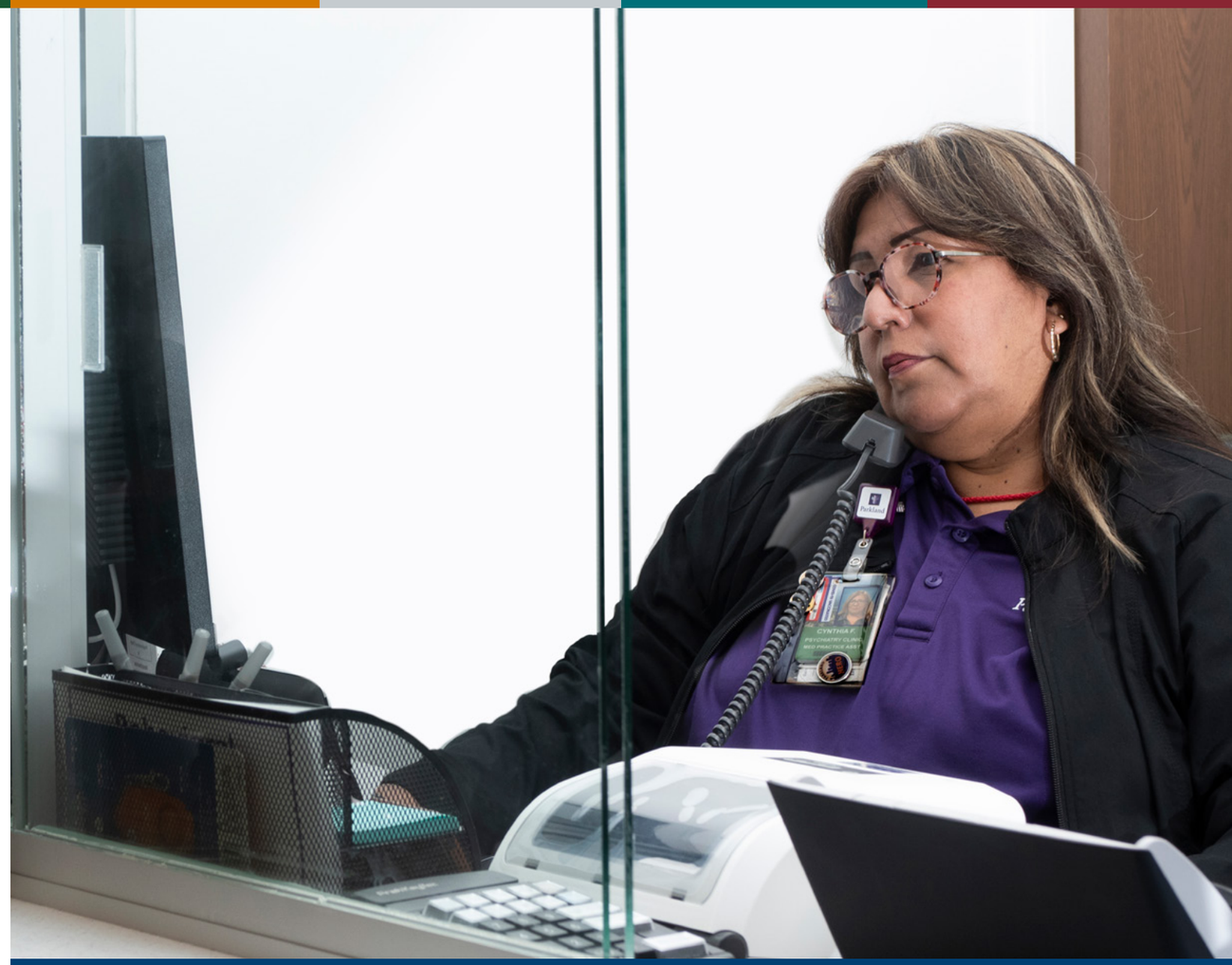
- Medical records
- Financial statements
- Billing claims
- Invoices/purchase orders
- Expense reports
- Payroll records
- Benefit claims

Watch for possible fraud. Stay alert for possible false entries, misleading statements or anything missing from our records. Speak up right away about any concerns you might have.

Retain records. The law requires us to retain certain records for certain periods of time – especially records related to employees, health and safety, taxes and more. Understand and follow our Records and Information Management Policy and Schedule.

It's in Our DNA

We seek accuracy and accountability through good records management practices.



What's the Diagnosis?

Q – In an effort to clean up our work area, we are trashing paper documents from the filing cabinets. Is it okay to put official business documents or medical records in the shred bin?

A – Stop. Before removing official documents or medical records, contact the Records Information and Management Department for assistance to determine proper retention and destruction requirements.

Q – I have noticed a pattern with expense reports from an employee. The same item and amount keeps appearing. Should I say something or wait and see if it happens again?

A – Say something. Do not wait, and do not ignore your concerns. There may be nothing wrong, or you may be helping to uncover something improper.

Complying with Billing and Coding Requirements

We Believe

Accurate documentation, coding and billing is key to quality healthcare delivery and appropriate reimbursement.

Our Commitment

We are committed to timely and accurate documentation, coding and billing that reflect the services ordered and performed.

What Should I Know?

Medical records are relied upon to provide care, treatment and services to patients, and to submit proper claims for reimbursement.

When our documentation is accurate, it allows us to:

- Charge for services we order and perform
- Assign appropriate codes to the encounter
- Submit the correct claims
- Comply with federal and state laws and regulations
- Support our business practices and actions

The False Claims Act prohibits us from knowingly making false claims for payment to the government.

Tell Me More

Visit Policy Manager for more information.

Deficit Reduction Act (False Claims Act)

Waiver of Medicare Co-Payments and Deductibles

Reporting and Refunding Overpayments

Coding and Documentation

What Should I Do?

Create accurate records. Document accurately and timely. Provide complete documentation of patient care and treatment.

Follow coding procedures. Assign ICD-10-CM/PCS and CPT codes that accurately reflect the services of the provider based on documentation in the medical record. Stay up to date on any changes in practices or policies.

Generate accurate bills. Only bill for services we provide, which are documented in our patients' medical records. Co-payments or deductibles may only be waived in accordance with applicable laws and regulations and Parkland policy.

Respond to inquiries. Comply with laws and regulations that cover billing and address any inquiries quickly and honestly. Respond promptly to any patient complaints or questions regarding a bill.

Carefully review payments. If you identify any overpayments, promptly report it to the Compliance and Ethics Department because keeping an overpayment could result in a false claim.

It's in Our DNA

We will strive to properly document, code and bill for services. This helps us provide quality patient care and receive accurate reimbursement.

What's the Diagnosis?

Q – A coder received a call from a patient who is also a co-worker stating that his claim will not be paid based on the ICD-10 codes on the claim. The patient asked the coder to change the code to a more specific code that would be paid by the insurance company. The co-worker agreed to change the code. Should I say something about this?

A – Yes. These types of requests should be routed to Patient Financial Services Leadership for review. The coder agreed to change the code without obtaining additional physician documentation in the record to substantiate a more detailed code.

Q – A co-worker, who has responsibility to review and resolve billing edits, has mentioned that she applies certain modifiers because she knows that if she doesn't, the hospital won't get paid. Should I let someone know?

A – Yes. Contact the Compliance and Ethics Department to report this situation. If medical documentation did not support the addition of the modifier, Parkland may need to repay payments previously received.







Representing Parkland

We Believe

The Parkland name is highly regarded. Each of us has a duty to protect our reputation.

Our Commitment

What we say to the public regarding Parkland matters a great deal to our patients, employees and other constituents. We make sure any statements made about Parkland are accurate, reliable and appropriate.

What Should I Know?

Only authorized individuals are allowed to speak or otherwise communicate on Parkland's behalf. Unless approved in advance by Corporate Communications:

- Do not serve, in your Parkland capacity, on an External Board, Commission or Committee.
- Do not make any public comment about Parkland finances, appropriations or operations.
- Do not lobby on behalf of Parkland or conduct any advocacy activities.

If you're not authorized to speak for Parkland, your communications could have negative results like:

- Misinforming patients, business partners or the public
- Making promises Parkland can't keep or that you're not authorized to make
- Disclosing Confidential Information inappropriately
- Damaging our reputation

What Should I Do?

Use social media responsibly. When you communicate on social media, be careful in what you say about Parkland. If you say you are associated with Parkland, make it clear that your views are yours – not Parkland's.

You should use your mobile devices in accordance with Parkland's Social Media Policy. Do not use your personal device to take pictures of patients or patient information. Never post patient information or photographs.

Protect Confidential Information. Do not share proprietary or protected information about Parkland, our patients or our business partners on social media or through any other unauthorized communication.

Refer any requests. Unless you are authorized to speak for Parkland, refer any request from the media or other sources outside of Parkland to Corporate Communications.

It's in Our DNA

You do not represent Parkland, in any public forum, unless authorized to do so.

Tell Me More

Visit Policy Manager for more information.

Corporate Communications

Employee Conduct and Gifts to Elected Officials

Employee Service on External Boards, Commissions, or Committees

Social Media

What's the Diagnosis?

Q – What if I have already posted information about Parkland on social media. Is it too late?

A – No. You may be requested to take down the post or take additional action. Contact the Office of Talent Management or the Compliance and Ethics Department for guidance.

Conducting Responsible Research

We Believe

Research is an important part of healthcare delivery and is at the heart of all medical advances.

Our Commitment

We undertake scientifically meritorious research that upholds the ethical principles of human subject research.

What Should I Know?

Any research conducted at Parkland must be approved in advance by the Parkland Office of Research Administration.

Participant enrollment in a research study (or clinical trial) must be voluntary.

We will not tolerate research misconduct. Research misconduct is defined as follows:

- **Fabrication** – making up data or results and recording or reporting the fabricated information.
- **Falsification** – manipulating research materials, equipment or processes, or changing or omitting data or results to misrepresent the research.
- **Plagiarism** – using another person's ideas, processes, results or words without giving appropriate credit.

What Should I Do?

Uphold policies. Review and follow all policies regarding the proposal, approval, conduct and reporting of research.

Avoid conflicts. Do not get involved in any relationship or activity that could influence or appear to influence your ability to protect research participants or compromise the validity of research results.

Bill correctly. Avoid and detect any research-related billing errors by helping the Parkland Office of Research Administration to carefully determine the right coding and billing assignment when research participants are involved.

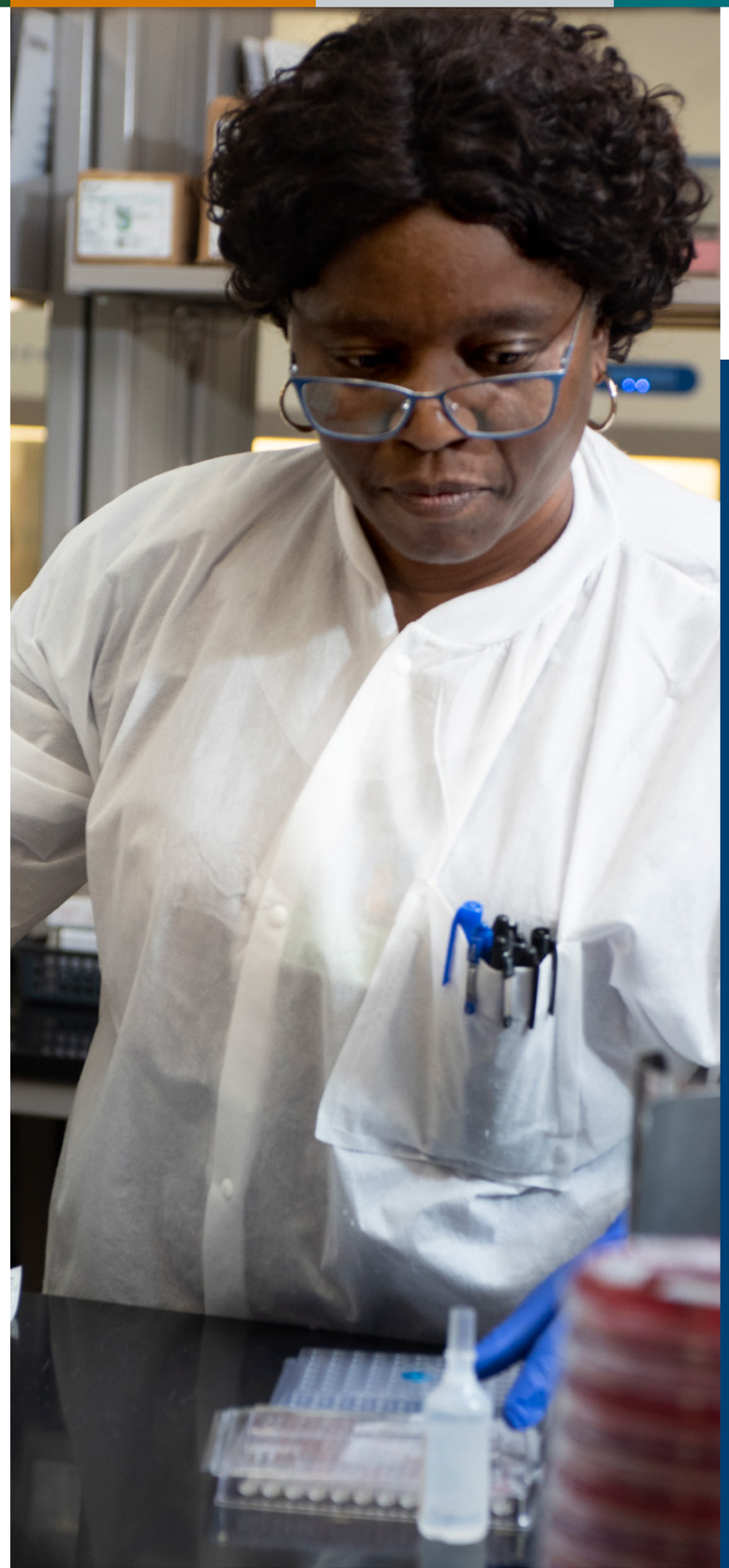
Use funds responsibly. Honor the terms of research funding that we receive. Make sure those funds are used carefully – that any use is necessary, reasonable, authorized and well documented.

Manage inquiries and complaints. Promptly direct any research-related questions (that the research team can't answer) or participant complaints to the Parkland Office of Research Administration.

Report misconduct. Promptly notify the Parkland Office of Research Administration of any research misconduct.

It's in Our DNA

We conduct clinical research, acting responsibly and with scientific integrity.



Tell Me More

Visit Policy Manager for more information.

Clinical Trials

Research at Parkland

Research Misconduct

What's the Diagnosis?

Q – I realized that I made a mistake in recording data for one research subject, but the data was not final. Is that considered misconduct?

A – No. Making a mistake is not intentional misconduct. It would be intentional misconduct if you knowingly included the data in the final results. If you become aware of a mistake, correct that subject's data appropriately and notify the study principal investigator.

Q – While participating in a research study, a Parkland patient undergoes a special biopsy. How should the charge for the biopsy be handled?

A – The biopsy may be a research-driven procedure (billable to the research study), or a standard of care procedure (billable to the payor), or a research procedure (billable to the research study). Each study is different, and it is sometimes hard to determine how the charges should be assigned. To find out, contact the Parkland Office of Research Administration.

Protecting Research Participants

We Believe

It is our responsibility to protect research participants. We do so through well-designed, appropriately approved protocols, offering information and obtaining informed consent from each participant.

Our Commitment

We do not put the goals of any study before the protection of the research participants.

What Should I Know?

Protecting the rights of research participants is everyone's responsibility.

What Should I Do?

Follow these principles for conducting research:

- **Respect for persons** – Recognizing the patient's rights, take steps to fully inform the patient about study risks and benefits, and honor the patient's choice to enroll or decline participation.
- **Beneficence** – Seeking to do the most good, strive to minimize research-related risks and maximize potential benefits.
- **Justice** – Balancing the distribution of risks and benefits across all sectors of potential participants, select participants fairly.

Obtain Informed Consent (Written). When individuals give consent to participate in a study, it means they understand:

- The purpose of the research
- Their rights and responsibilities
- What is expected and how long it will last
- What risks are involved
- How confidential it will be
- What happens after the study is complete
- What the alternatives are if they choose not to take part in the study
- Where to go for questions

Protect vulnerable participants. Be aware of the need for added protection for any participant who might be vulnerable (for example due to health status, education, comprehension or socioeconomic factors), and respond to any concerns immediately.

Safeguard Protected Health Information. Keep in mind that the HIPAA Privacy Rule also applies to research participants. Do not share the Protected Health Information (PHI) of research participants without proper written authorization.

Tell Me More

Visit Policy Manager for more information.

Patient's Rights and Responsibilities

Research Participants Protection

The Belmont Report (HHS.gov)

It's in Our DNA

We provide appropriate information so potential research volunteers can consent to participate or decline involvement altogether. No matter the choice, we honor their decision.



What's the Diagnosis?

Q – If I am aware of a patient who might be a good candidate for a certain research study, may I discuss it with the patient and share his contact information with the researcher?

A – Yes. As long as you obtain proper authorization from the patient and all HIPAA rules have been met.

Q – A patient is considering taking part in a research study. He went home to discuss the study with his family and came back with lots of questions. Who can he contact?

A – For questions about the purpose of the research, the study activities and any investigational drugs or procedures, the study doctor (also called the principal investigator) or study coordinator is typically the first choice.

He may also contact the Parkland Office of Research Administration for information about studies conducted at Parkland.

Respect

I will value the unique and varied experiences of others and treat everyone with kindness and humility.

In this section:

- Maintaining a Safe Environment
- Fostering a Positive Workplace
- Serving in our Communities



Maintaining a Safe Environment

We Believe

A positive workplace promotes a culture of safety – where every member of the Parkland team has a safe, healthy and secure work environment.

Our Commitment

We protect each other and everyone who visits our facilities by carefully following all safety procedures and guidelines.

What Should I Know?

Safety is everyone's responsibility. It requires our constant care and attention. Alert appropriate departments and personnel if you see or know of unsafe conditions or practices.

We watch for and report safety hazards to the appropriate department. These may include:

- Blood-borne pathogens and other medical waste
- Hazardous chemicals
- Slip and fall hazards
- Damaged or unmaintained equipment
- Electrical hazards
- Unauthorized weapons on premises

Workplace Safety

Workforce Safety encompasses the measures and practices designed to protect healthcare workers from physical, psychological, and emotional harm, ensuring a safe and healthy work environment. Speak with your leader or the Workforce Safety Team if you have questions about available education and resources.

What Should I Do?

Know and follow safety requirements. Learn and carefully follow the safety requirements that apply to your job and the equipment you use. Use Personal Protective Equipment (PPE) whenever it's required.

Get the right training. Be properly trained for any equipment you use or procedures you perform.

Prevent workplace violence. Know how to recognize warning signs—such as threats, intimidation, or disruptive behaviors—and understand the steps to safely respond using de-escalation and established safety procedures. Promptly protect yourself and others by seeking help when needed. Reporting all workplace violence is critical, as it enables Parkland to intervene, investigate, and implement measures to prevent future incidents.

Prevent substance abuse. Report the presence or use of illegal drugs. Know that all controlled substances are securely stored and counted. Immediately report any missing or diverted drugs. Never report to work while under the influence of drugs or alcohol.

Secure our facilities. Always wear your ID badge, and observe Parkland's procedures for preventing unauthorized access to sensitive areas. If you see anyone or anything that requires emergency attention, call 911 (off and on-campus).

Report injuries. If you become injured or ill as a result of your job, follow reporting procedures and promptly let your supervisor, manager or other appropriate member of leadership know.



What's the Diagnosis?

Q – I noticed improper disposal of some medical waste. Since it's a very busy time at work, is it okay to wait until later to mention it to someone?

A – No. Safety is our top priority, and a hazard like this can't be ignored. You should take a moment to report the potential hazard.

It's in Our DNA

Safety is everyone's responsibility. It requires our constant care and attention.

Tell Me More

Visit Policy Manager for more information.

- Disruptive Behavior
- Drug Free Workplace
- Probable Cause Drug Testing
- Safety Management Plan
- Unresolved Drug Discrepancy
- Workplace Violence (Policy and Resources)
- Workplace Violence Prevention Plan

Fostering a Positive Workplace

We Believe

Our desire to care for others unites us. By standing together and respecting one another, we create a workplace that generates wonderful results for our patients.

Our Commitment

We make our workplace welcoming for everyone by treating each other with courtesy, dignity and respect. We strive to keep any act of unacceptable or disruptive behavior out of the workplace.



What's the Diagnosis?

Q – I witnessed a staff member intimidating a colleague. Since the colleague hasn't complained about it himself, should I ignore it?

A – No. Even if a person doesn't complain about intimidation or harassment, it's still unacceptable at Parkland. We want to know about it, so speak up about it right away. Do not ignore it.

Q – I have paged a doctor regarding a patient, and not been responded to. What should I do?

A – If a physician does not timely respond to a page regarding a patient, ask your supervisor, manager, or other appropriate member of leadership for assistance.

What Should I Know?

Parkland seeks to create a work environment that is free from harassment of any kind, as well as offensive, disrespectful or disruptive conduct. Some examples of harassment include:

- Sexual harassment
- Offensive language or jokes
- Racial, ethnic, gender, or religious slurs
- Degrading comments
- Intimidating or threatening behavior
- Unwanted physical activities (e.g., touching, hugging, or blocking someone's path)
- Showing hostility toward others

You should never act in a harassing manner or otherwise cause anyone to feel uncomfortable in their work environment.

What Should I Do?

Treat co-workers with respect. Use care in your interactions with others. Keep your interactions positive, professional and respectful at all times.

Prevent discrimination. Never limit employment opportunities or engage in workplace behavior based on discrimination.

Make reasonable accommodations. Provide reasonable accommodations for disabilities and sincerely held religious beliefs, as required by law.

Do not solicit. Do not request donations, sell or take orders for anything while on Parkland premises, unless specifically authorized by Parkland to do so.

Speak up. If you have experienced or know of intimidating or disruptive behavior in the workplace, promptly let your supervisor, manager or other appropriate member of leadership know and/or report the incident to your Talent Management Business Partner.

It's in Our DNA

We are positive, professional, and respectful in our interactions with others.

Tell Me More

Visit Policy Manager for more information.

Workplace Behavior and Conduct

Equal Employment Opportunity

Discrimination/Harassment/Retaliation

Non-Retaliation

Solicitation

Serving in Our Communities

We Believe

When individuals commit themselves to a cause, they have the power to make a difference in their communities.

Our Commitment

Individual participation in charitable or political causes is voluntary.

What Should I Know?

Parkland is a taxpayer supported unit of local government. That means your charitable or political activities must be kept separate from your work at Parkland.

Your support to a charitable or political activity must be given without using Parkland's name or its resources.

What Should I Do?

Use your own time and resources. Your charitable work or political activities should never interfere with your Parkland work schedule or responsibilities. Never use Parkland resources, such as computers, phones and printers to support your charitable or political activities.

Speak on your own behalf. If you decide to volunteer for a political or charitable cause, do not make any statements or take any action in the name of Parkland. Any comments you make must be stated as your own.

It's in Our DNA

We support your right to participate in charitable or political causes, but keep these interests separate from your Parkland responsibilities.

Tell Me More

Visit Policy Manager for more information.

Employee Conduct and Gifts to Elected Officials

What's the Diagnosis?

Q – I am supporting a local political candidate who openly supports Parkland and the work we do. May I speak out at her campaign event and identify myself as a Parkland employee?

A – No. Parkland does not endorse or contribute to any political campaigns or causes, so it would be inappropriate for you to use your position as a Parkland employee to support her campaign.



Equity

I will value that patients and colleagues come from different walks of life and strive to promote everyone's health, dignity and voice.

In this section:

- Promoting Health Equity
- Anti-Discrimination



Promoting Health Equity

We Believe

Respect, trust and collaboration create the environment where everyone can feel comfortable in bringing their best authentic selves to Parkland.

Our Commitment

We are committed to an organizational culture that fosters non-discrimination through conscious behaviors.

What Should I Know?

You have a responsibility to help create a work environment that is inclusive, allowing each person to perform at their fullest potential.

What Should I Do?

Be aware of how your actions and decisions may affect others, and act professionally in all situations. Treat everyone with courtesy and respect. Seek to understand others' perspectives, roles and work styles so teams can collaborate effectively. Work constructively with all colleagues to support a positive, welcoming and professional environment.

Include everyone. Help everyone on the team to feel included, involved and valued. Challenge discriminatory behaviors. Discourage disrespectful jokes or language.

It's in Our DNA

We ask questions, listen, and consider the contributions of others.

Tell Me More

Visit Policy Manager for more information.

Workplace Behavior and Conduct

Standards of Service Excellence



What's the Diagnosis?

Q – What if a co-worker takes something that I say as offensive, even if I didn't mean it to be? It's not my problem if she's overly sensitive, is it?

A – Yes, it is your problem. Harassment is judged from the point of view of the person offended, not what you intended to say. That's why it's important to be aware of your own behavior and how your words and actions affect others.

Anti-Discrimination

Parkland is committed to a workplace where every individual is treated respectfully and employment decisions are based on merit, qualifications and job-related performance. Parkland strictly prohibits discrimination, harassment or retaliation in any employment action—including recruiting, hiring, training, promotion, compensation, discipline and all other terms and conditions of employment.

Employment decisions must never be based on or influenced by protected characteristics, including race, color, national origin, religion, sex (including pregnancy), sexual orientation, gender identity or expression, age, disability, genetic information, marital status, veteran status or political beliefs.

Parkland does not use quotas, goals, set-asides, preferences or any other employment practice that advantages or disadvantages individuals on the basis of protected characteristics. All employment practices must comply with federal and state anti-discrimination laws and constitutional requirements.

Workforce programs, professional development, mentoring, recruitment, training or outreach opportunities are open to employees and applicants on an equal basis and may not be restricted to or exclude any demographic group.

Parkland is dedicated to fostering a professional environment free of stereotyping or assumptions about individuals or groups. Respect for individual merit guides our employment decisions.

Tell Me More

Visit Policy Manager for more information.

Equal Employment Opportunity

Limited English Proficiency

Reasonable Accommodation

Dress Code



Our Commitment

Thank you for taking the time to read Parkland's Code of Conduct and Ethics. Apply it to your daily work, refer to it often and let it guide the decisions you make. Remember, you represent Parkland to our community and our patients. They place their trust and their lives in your hands every day. We repay that trust with our continued compassion and dedication to excellence.

So keep the Code in mind and live its lessons every day. If you have any questions or feedback about anything in the Code or our policies, reach out to your supervisor, manager or another appropriate member of leadership. If you believe there are exceptional circumstances requiring an exemption or waiver of anything in the Code, contact the Compliance and Ethics Department.

As you return to work, in whatever job you hold, remember that we're all connected. Working together with integrity, we strengthen our service to the community.







Our Resources

Parkland has a variety of ways for you to seek support and guidance and report concerns:

Compliance and Ethics Department	**214-590-1171**
Corporate Communications	**469-419-0893**
Health Equity Office	**Health.Equity@phhs.org**
Integrity Line	**800-351-0093**
IT Service Desk	**214-590-5999**
Legal Affairs Department	**214-590-4575**
Media Relations	**469-419-4400**
Records Information and Management Department	**214-266-3800**
Regulatory Affairs	**214-590-8968**
Office of Research Administration	**214-590-1170**
Office of Talent Management	**469-419-3000**
Patient Relations Department	**469-957-0820**
Quality and Patient Safety Department	**214-590-8968**
Safety Center	**https://phhs.sharepoint.com/safetycenter**

We support the right of Parkland employees to speak out publicly on matters of public concern. Nothing in this Code or in any Parkland policy is intended to limit or interfere with any rights that our employees may have under the U.S. National Labor Relations Act or the U.S. Constitution.