

GLOBAL HEALTHCARE NAVIGATOR LTD

POLICY NUMBER: 1

POLICY TITLE: CODE OF CONDUCT

WHO MUST ABIDE BY THIS POLICY? ALL AGENCY STAFF

THE PURPOSE OF THIS POLICY:

To inform all Healthcare Workers about the expectations of our clients, this includes but not limited to:

- General conduct and approach to tasks, their responsibilities, duties, and accountability
- Demonstrate the best level of a professionalism both to all clients and patients.
- To draw attention to situations that Healthcare Workers may have to deal with.

POLICY CONTENT:

Discrimination: Agency staff should not discriminate between people on the grounds of Creed, colour, race, political preference, sexual preference, ethnic background, Disability of whatever nature, age, marital status or gender.

Reputation: Agency staff are ambassadors of the Global HealthCare Navigator.

Own duties: Agency Staff Workers must never attempt to perform any duties of care or

otherwise, that may fall outside their expertise /and or qualifications. Specifically, Healthcare Staff must not attempt to perform the duties of nursing staff.

Confidentiality: Healthcare Staff must adhere to privacy policy, thus respect, protect and keep confidential information about client or service user. At no time any Healthcare Worker may discuss the confidential affairs of Service user and Global

Healthcare Navigator Ltd without specific written permission to do so. The only exceptions to disclose information is where the law dictate otherwise, whistle blowers and if silence may negatively affect a service users wellbeing.

Dignity: Healthcare Workers must not do or say anything that may put the dignity or health of their service users at risk.

What you must do: All Healthcare Workers should abide by the content of this policy.

Professionalism: Healthcare Workers must always remain professional whilst on assignment, even if regular contact with service users or other workers may engender.

Personal relationships: Healthcare Workers must take specific care to keep the professional nature of the relationships intact in the working environment.

Keep updated: Healthcare Workers must always keep up to date with policies and procedures and changes to legislation that may affect them.

Respect: Healthcare Workers must always respect the working practices and demands of

service users unless unreasonable or if a working practice may breach health and safety standard and regulations.

Keep to plan: Healthcare Workers must always, whenever applicable, keep to the requirements of a care service plan and/or any other agreed role requirement.

Best Interests: Healthcare Workers must always act with the best interests of the service user in mind.

END OF POLICY