

 ROSWELL PARK <small>COMPREHENSIVE CANCER CENTER</small>	Roswell Park Comprehensive Cancer Center Policy and Procedure	Date Issued: 5/1/1997	Number: 120.1
Title: Ethics Governing Patient Care Issues	Revision: 9	Effective Date: 2/25/2019	
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A. GENERAL STATEMENT OF POLICY

The purpose of this policy is to describe the Roswell Park Comprehensive Cancer Center (Roswell Park) code of ethical behavior that addresses patient respect and informed consent, conflict of interest, patient billing practices, confidentiality, admission, transfer and discharge practices, marketing practices, purchasing practices, and commitment to employees. All members of the Roswell Park workforce including volunteers, and the Board of Directors shall conduct themselves in a manner consistent with this organizational statement and its supporting policies. This policy and procedure is to be followed in conjunction with the [Roswell Park Corporate Code of Conduct](#).

Roswell Park is dedicated to excellence in research, education, training, patient care, and community relations. Roswell Park and its employees strive to provide high-quality, cost-effective patient care, while preserving and enhancing the dignity and humanity of that care. Roswell Park is dedicated to providing comprehensive cancer care in a non-discriminatory manner to all persons in need regardless of their ability to pay.

B. SCOPE

This policy applies to the entire Roswell Park workforce and the Roswell Park Board of Directors.

C. ADMINISTRATION

The Administration is responsible for application of this policy.

D. POLICY / PROCEDURE

The Board of Directors and all employees and volunteers of Roswell Park must adhere to established ethical guidelines in the provision of all aspects of patient care.

1. Mission and Vision Statements

Roswell Park is committed to providing the highest quality, state-of-the-art diagnosis and treatment, in a caring environment based on the concept that a holistic approach to the medical and psychosocial needs of the patient is essential to successful treatment. In addition, Roswell Park's mission is to understand, prevent and cure cancer.

2. Respect for the Patient

Each patient must be assured the broad range of rights stated in Title 10 of the New York State Hospital Code Rules and Regulations, Section 405.7.

All patients at Roswell Park should be accorded:

1. Consideration, respect, and full recognition of their individuality and personal needs, including their cultural, psychosocial and spiritual beliefs.
2. The right to privacy to the extent consistent with providing quality medical care to the patient.
3. Equal treatment with no discrimination related to race, color, age, creed, sex, national origin, disability (within the capacity of the hospital to provide treatment), sexual orientation, veteran status or source of payment for care.

Open and honest communication should occur with all patients and/or their designated representatives with regard to the medical care provided. Patients and/or their representatives should be involved in the decision-making process regarding the care that is provided. All patients should be informed of the significant risks and alternatives associated with the care they are receiving. Roswell Park will continually seek to understand each patient's objectives for care and respect their requests. Research involving human subjects will only be performed with the fully informed consent of the patient and in compliance with Institutional Review Board (IRB) policies and procedures, and applicable law.

III. Resolution of Patient Care Conflicts

Roswell Park recognizes the need to resolve conflicts that arise among those who participate in patient care decisions. Staff will seek to resolve all conflicts fairly, objectively, and in a timely manner. Ethical issues that cannot be resolved by strict policy interpretation, should be presented to the Ethics Committee. Issues involving Roswell Park personnel that cannot be resolved by strict policy interpretation should be presented to the Director of Employee Relations.

IV. Fairness in Billing Practices

Patients in a hospital in New York State have the right to receive an itemized bill and explanation of all charges.

Billing practices are guided by a regulatory framework, external to Roswell Park. Both Roswell Park and Clinical Practice Plan, which provide billable services to patients, will invoice only for the services provided. Bills will be disbursed in a timely and confidential manner. Assistance will be provided to patients in need of assistance in understanding the costs related to their care ([Policy # 421.1](#)). Roswell Park will attempt to resolve questions and objections that arise pertaining to the cost of services to the patient's satisfaction, while considering the best interests of the organization.

V. Confidentiality of Personal and Health Related Information

Federal and New York State law and regulations ensure the privacy and confidentiality of personally identifying information of patients, medical records and personal information about employees. The necessity of maintaining the confidentiality of such information

and records is recognized by Roswell Park and is a mandatory obligation of all members of the Roswell Park workforce, including volunteers and employees of Health Research, Inc. and the Roswell Park Alliance Foundation. The specific rules and regulations governing the use and disclosure of "protected health information" at Roswell Park are set forth generally in Roswell Park Policy #[408.10](#), as well as other policies and procedures of the Roswell Park and departmental policies, procedures and regulations.

All patients shall receive an up to date copy of the Roswell Park Notice of Patient Privacy Practices as soon as practicable at or after their initial admission or outpatient registration. In addition, said Notice shall be posted on the Roswell Park external website, and copies shall be posted and made available in the Roswell Park Ambulatory Clinics.

VI. Admission, Transfer and Discharge Practices

Admission of patients for treatment takes place in the Patient Access Department. Patient Access must ensure that all patients or their representatives receive and understand their rights and responsibilities. For admissions taking place after normal business hours, the nursing staff gives an overview of patient rights and responsibilities, and patient access representative ensures that the patient or representative receives and understands these rights and responsibilities the following day or as soon as possible thereafter.

Patients with a diagnosis of cancer or suspicion of malignancy shall be admitted if medically indicated, except those patients with mental disturbances whose complete care and safety cannot be assured by virtue of staffing or physical facility limitations. All patients treated at Roswell Park are transferred or discharged in accordance with applicable standards of care, laws, rules and regulations. Such transfers or discharges shall be as medically indicated by the patient's condition or, for the welfare of other patients where necessary for their safety. Advance notice shall be given to ensure orderly transfer or discharge.

E. DISTRIBUTION

This Policy and Procedure will be distributed to all Roswell Park Managers via the Roswell Park internal web page and to holders of backup hard copies of the manual. Managers are responsible for communicating policy content to pertinent staff.