

Our Ethics & Compliance Handbook At a Glance



Northeast Georgia Health System



“Together, we serve one million people across 19 counties. This is both a source of pride and an acknowledgement of the awesome responsibility we share.”

– Carol Burrell, President and CEO

[CLICK HERE TO ACCESS THE COMPLETE HANDBOOK](#)

A shared commitment

We work in a highly regulated industry.

Many state, local and federal laws govern our operation, and we’re committed to following them. There are also policies, processes and procedures that address our day-to-day duties, and we comply with those, too.

Our Ethics & Compliance Handbook is the foundation of our ethics and compliance program and your resource for:

- **Summaries of workplace topics and definitions of key terms**
- **Real-life scenarios that examine everyday ethical challenges**
- **Advice for handling situations and answers to common questions**
- **Links to detailed policies for more information**
- **Resources you can contact for help**

Every director, officer, executive, employee and volunteer is required to read, understand and follow our Handbook.



Our Handbook builds on our mission

OUR MISSION STATEMENT

We are committed to improving the health of our community **in all we do.**

OUR VISION

We will be the preferred and indispensable healthcare resource for the communities we serve.

OUR CORE VALUES

These shape the daily interactions between our physicians, staff, volunteers, board members, patients and their loved ones.



Respectful Compassion

I impact life’s most sacred moments.



Responsible Stewardship

What I do today ensures tomorrow.



Deep Interdependence

I can’t do my job without you.



Passion for Excellence

I bring my best every day.

Inside our Handbook you'll find information about how:

WE RESPECT OUR PATIENTS, COWORKERS AND COMMUNITY.

- Treating patients, family and friends with respectful compassion
- A harassment-free and diverse organization
- Safeguarding Protected Health Information
- Research standards
- Health, safety and wellness
- Environment and sustainability

UPHOLD OUR CULTURE OF EXCELLENCE

Each of us makes countless decisions on behalf of NGHS. Often, the right decision is clear, but when it's not, the Handbook is a resource that can help.



WE CONDUCT BUSINESS WITH INTEGRITY.

- Preventing improper payments
- Physicians and other healthcare providers
- Gifts, entertainment and travel
- Conflicts of interest
- Contractors and suppliers
- Billing and coding
- Recordkeeping and retention
- Fair competition

WE PROTECT OUR REPUTATION AND ASSETS.

- Confidential information
- NGHS assets and cybersecurity
- Speaking on behalf of NGHS
- Charitable and political activities
- Government requirements and requests
- Healthcare laws and regulations

ALL ETHICS & COMPLIANCE HANDBOOK TOPICS ARE SUPPORTED BY POLICIES WITHIN THE NGHS ORGANIZATION AND CAN BE FOUND IN THE MCN SYSTEM.

Doing what's right / Sharing concerns

A positive, productive workplace is best achieved when there is good communication and open, candid discussions of problems and concerns.

We expect and encourage you to come forward and express concerns about any issue, including potential violations of law, regulations, our policies and procedures or our Handbook. Start the conversation with your supervisor or manager – they are often in the best position to understand and resolve the problem.

Resources to support you

If you are uncomfortable raising a concern with your supervisor or manager, there are other resources you can contact, including:

- Corporate Compliance
- The Chief Compliance Officer
- Human Resources
- Any member of management or administration
- The Ethics and Compliance Hotline: 1-800-299-6321
- Legal Department

NO RETALIATION AT NGHS

We know it takes courage to come forward and share a concern. That's why we prohibit retaliation or reprisal against anyone who makes a good faith report or assists with an investigation into misconduct.

Want to know more? Contact Corporate.Compliance@nghs.com.