



CODE OF CONDUCT

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We, at IDEAL Health Group (IHG) are committed to creating a respectful and professional environment for both patients and staff. This Code of Conduct outlines the expected standards of behavior that help maintain a safe and supportive atmosphere.

Confidentiality and Privacy

Protecting patient confidentiality is paramount. All staff members must comply with Ontario's PHIPA (Personal Health Information and Protection Act) regulations and safeguard patient information at all times. This encompasses not only medical records but also discussions related to patient care, treatment plans, and personal histories. It is crucial that staff avoid discussing any personal information about patients or colleagues in their presence or in public areas of the clinic. This also includes not allowing any individual who is not a part of the circle of care to enter an exam room with a patient or interact with them with matters related to their personal health information (PHI).

We also stress the importance of discretion when using technology, such as emails and messaging platforms, to communicate patient-related information. Always ensure that sensitive data is shared securely and only with authorized personnel. Staff should be vigilant in protecting physical documents and electronic records, ensuring files are stored away when not in use and logging out of systems to prevent unauthorized access.

Professionalism and Integrity

All team members are expected to maintain a high standard of professionalism in their conduct. This includes being punctual, dressing appropriately, and exhibiting ethical behavior at all times. Conversations should focus on work-related matters and personal opinions, including political and/or religious views, should be kept out of the workplace to uphold a respectful and efficient environment. By fostering a professional setting, we can ensure that our clinic operates effectively and meets the needs of our patients.

Responsibility and Accountability

Each individual is accountable for their actions and must take responsibility for their behavior. If any issue arises, it should be addressed promptly and appropriately. We encourage staff to be open and raise any concerns regarding workplace conduct or patient care in a constructive manner.

By following this Code of Conduct, we can ensure that our pain clinic remains a professional and healing space for everyone. Together, we are dedicated to providing exceptional care and support to our patients.

Conclusion

As we continue our work, let us remember that our patients seek our help because they are not in the best of health and looking for relief. It is our duty to provide compassionate care and support to each individual we see. Let's prioritize their needs in all that we do, ensuring our actions and attitudes reflect our commitment to their well-being. Thank you for your dedication to our patients and to one another.