Good Samaritan Hospital

Code Of Conduct

Dear Colleague:

Good Samaritan Hospital’s mission is to improve health in our immediate and surrounding communities of Indiana and Illinois by taking a leadership role in the provision of high-quality services in a responsible and caring manner. The hospital is committed to its mission by providing a full range of health and medical services, promoting healthy lifestyles, supporting health-related education, offering emotional and spiritual support, and treating all with compassion, courtesy and respect. Our commitment will be realized through an ongoing partnership with our board members, physicians, volunteers and the public we serve. As part of our corporate responsibility, our organization is committed to obeying the law.

Today’s complex healthcare environment calls us to even more attention and effort to follow our mission. We need to demonstrate the highest ethical conduct when working with patients, physicians, fellow employees, suppliers and consultants and the general public.

This Code of Conduct is intended to help guide us in the work. It does not take the place of our Mission, but is an additional document focusing on legal matters, which more fully articulates our expectations for how we should conduct ourselves to protect the integrity of our organization. If you have any questions concerning the Code of Conduct, please talk with your supervisor.

Sincerely,

Mrs. Mary Cay Martin
Chairman, Board of Governors
Good Samaritan Hospital

Mr. Robert D. McL
President/CEO
Good Samaritan Hospital
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families, employees, other persons and entities including physicians and their professional corporations, vendors, and the community in general.

It is our policy to prevent unethical or unlawful behavior, to halt such behavior as soon as reasonably possible after its discovery, and to discipline people who violate the standards contained in this Code and all related policies and procedures.

Each employee is requested to read the Code, understand it, and follow its standards and procedures.

The Code of Conduct applies to all GSH employees. GSH affiliates include Good Samaritan Physician Network, Hospice, and the Samaritan Center. The Code also applies to all other affiliates and subsidiaries that may be added after the date of publication.

II. BACKGROUND:
To be relevant to us, our Code of Conduct is based on the GSH Mission and Vision Statements, Statement of Quality, Standards, as well as the current Strategic Plan as listed below.

A. Mission Statement
Provide excellent health care and promote healing

The primary goal of Good Samaritan Hospital is the delivery of high-quality patient care. Quality as meeting or exceeding the requirements and expectations of our patients, physicians and
care; and,
For patients, this encompasses responsive care and compassionate treatment;
For professional staff, this implies a practice environment that promotes effective and efficient care; and,
For employees, this indicates a rewarding work environment that facilitates the achievement of personal and professional goals.

We have a long-standing commitment to quality care with a vision to continually improve services. To maintain this goal, we believe:

- The delivery of high-quality healthcare will remain the fundamental purpose of Good Samaritan Hospital; and,
- Continuous quality improvement will enhance productivity and the economic viability of the hospital.

Further, in order to demonstrate the goals of quality improvement, emphasis will be placed upon:

- The improvement of patient care processes;
in attaining our goals.

D. Standards
See Section III.

E. 2013-2015 Strategic Plan (Based upon 7 Beacons)

1. **Patient Safety & Quality Excellence**
   Consistently maintain high quality and safety outcomes.

2. **Financial Excellence**
   Create the conditions for the sustained financial viability of Good Samaritan

3. **Service Excellence**
   Engage and satisfy customers who are then likely to recommend Good Samaritan to others

4. **Physician Excellence**
   Engage high quality physicians in mutually beneficial relationships to support the delivery of excellent health care

5. **Employee Excellence**
   Create an environment that allows members of our workforce to help other people and make a difference in their lives.

6. **Infrastructure Excellence**
   Manage the continued development of state of the art facilities, equipment and information technology.

when working with patients and their family, fellow employees, physicians, suppliers, and the public. Reaching this goal requires following our Code of Conduct policies and procedures as well as the legal requirements.

Doing our best requires hard work, courage, and difficult choices. Each of us must be responsible for our actions. This employee Code of Conduct document is a practical extension of our mission.

It more fully articulates Good Samaritan expectations of how we should conduct ourselves to promote and protect the integrity of our organization. The principles and standards in this document have been adopted by the Good Samaritan Hospital’s Board of Directors.

B. Principles
There are six principles in this document, each with a series of standards. The principles define Good Samaritan Hospital’s policy, while the standards provide more specific guidance to employees. These standards apply to all employees as well as certain non-employed positions identified by the Board of Directors. Good Samaritan Hospital expects employees to conduct the business and affairs of the hospital in a manner consistent with the principles and standards conveyed on the following pages.

C. Statement of Commitment
Every employee of Good Samaritan Hospital is expected to demonstrate the highest ethical conduct when working with patients and their family, fellow employees, physicians, suppliers, and the public. Reaching this goal requires following our Code of Conduct policies and procedures as well as the legal requirements.

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B. Principles
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The following standards are meant to guide employees in compliance. These standards are not exclusive, nor do they completely cover all applicable laws. Regardless, employees are expected to comply with all applicable laws, use good judgment, and consult with the Good Samaritan Hospital Corporate Compliance Officer when in doubt.

**Standard 1.1 – Discrimination**

Good Samaritan Hospital believes that fair and equitable treatment of employees, patients, enrollees, and others is critical in fulfilling its vision and goals.

It is Good Samaritan Hospital’s policy to enroll members and treat patients without regard to race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, sexual orientation, age or any other classification protected by law.

It is also Good Samaritan Hospital’s policy to recruit, hire, train, promote, assign, transfer, layoff, recall and terminate employees based on their own abilities, achievements, experience and conduct without regard to race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, from conduct that may violate fraud and abuse laws. Such laws prohibit:

- payments in exchange for the referral of patients;
- submitting false, fraudulent or misleading claims to the government or a third-party payor, including claims for services not rendered, claims which characterize the service differently than the service actually rendered, or claims which do not comply with applicable program or contractual requirements; and
- making false representations to any person or entity in order to gain or retain participation in a program or to obtain payment for any service.

**Standard 1.3 – Lobbying/Political Activity**

Good Samaritan Hospital expects its employees not to engage in activities that may jeopardize the tax-exempt status of the organization, including lobbying and political activities.

Employees may not contribute any of Good Samaritan Hospital’s money or property, or the services of any Good Samaritan Hospital employee, to any political candidate, party, organization, committee or individual, in violation of any applicable law.
Where its experience may be helpful, Good Samaritan Hospital may publicly offer recommendations concerning legislation or regulations being considered. In addition, it may analyze and take public positions on issues that have a relationship to the operations of Good Samaritan Hospital when Good Samaritan Hospital’s experience contributes to the understanding of such issues.

Good Samaritan Hospital has many contacts and deals with governmental bodies and officials. All such contacts and transactions must be conducted in an honest and ethical manner. Any attempt to influence the decision-making process of government bodies or officials by improper benefit should be immediately reported to the Good Samaritan Hospital Corporate Compliance Officer.

**Standard 1.4 – Environmental**

Good Samaritan Hospital respects the environment and strives to conserve natural resources in managing and operating its business. Good Samaritan Hospital employees are charged with using resources appropriately and efficiently; recycling where possible; disposing of all waste according to applicable laws and regulations; and working cooperatively with appropriate authorities to remedy competitors; boycotts, certain exclusive dealing and price discrimination agreements; and unfair trade practices, including bribery, misappropriation of trade secrets, intimidation and similar unfair practices.

Employees are expected to seek advice from the Good Samaritan Hospital Corporate Compliance Officer when confronted with business decisions involving a risk of violation of antitrust laws.

**Standard 1.6 – Tax**

As a nonprofit entity, Good Samaritan Hospital has a legal and ethical obligation to comply with applicable laws, to engage in activities to further its charitable purpose; and to ensure that its resources are used to further the public good rather than the private or personal interests of any individual.

Consequently, Good Samaritan Hospital and its employees must avoid compensation arrangements in excess of fair market value, accurately report payments to appropriate taxing authorities, and file all tax and information returns according to applicable laws.
accurately and honestly, and refraining from any activity intended to defraud anyone of money, property or services.

The following standards provide guidance to help ensure that Good Samaritan Hospital business activities reflect high standards of business ethics and integrity. Employee conduct not specifically addressed by these standards must still be consistent with this principle. Questions regarding interpretation or application of this principle should be directed to the Good Samaritan Hospital Corporate Compliance Officer.

2.1 – Honest Communication
Employees are expected to communicate with candor and honesty in performing their job responsibilities and in dealing with Good Samaritan Hospital attorneys and auditors. Employees must not make false or misleading statements to any patient, person or entity doing business with Good Samaritan Hospital about other patients, persons or entities doing business or competing with Good Samaritan Hospital, or about the products or services of Good Samaritan Hospital or its competitors.

2.2 - Misappropriation of Proprietary

Principle 3 – Confidentiality

Good Samaritan and its employees possess a broad variety of confidential, sensitive and proprietary information. An inappropriate release of this information can be harmful to individuals, Good Samaritan employees and Good Samaritan Hospital itself. Good Samaritan employees must actively protect and safeguard confidential, sensitive and proprietary information.

Following are some guidelines.

3.1 – Patient/Member Information
All Good Samaritan Hospital employees must maintain the confidentiality of patient and member information according to applicable laws and regulation. Employees must not reveal or confidential information concerning patients or members unless supported by legitimate business or patient care purposes. If questions arise regarding an obligation to maintain the confidentiality of information or the appropriateness of releasing information, employees should seek guidance from copyright laws or licensing agreements.
Good Samaritan Hospital are important to the organization’s success. Information pertaining to Good Samaritan Hospital’s competitive position or business strategies, payment and reimbursement information, and information relating to negotiations with employees or other organizations needs to be protected and shared only with employees who must know such information in order to perform their job responsibilities. Employees should exercise care to ensure that intellectual property, including patients, trademarks, copyrights and software, is maintained and managed to preserve and protect its value.

3.3 – Personal Actions/Decisions
Salary, benefit and other personal information relating to employees must be treated as confidential.

3.4 – Peer Review Information
Good Samaritan Hospital employees shall take all reasonable steps to protect the confidentiality of peer review information. Violation of state or federal peer review statutes governing confidentiality of peer review information and documents may cause Good Samaritan Hospital to lose favorable immunities from civil liability.

Employees should fully disclose to their managers any actual or potential conflicts of interest. Good Samaritan Hospital Conflict of Interest Policy provides additional guidance in this area to Good Samaritan Hospital directors, officers, and key employees (generally, a “key employee” has the title of Manager or above). To assure compliance with this principle, key employees are required to submit a Conflict of Interest Disclosure Statement to Good Samaritan Hospital annually.

4.1 – Examples of Conflicts
Following are specific examples of conflicts. The list is not complete; other transactions or arrangements may also constitute conflicts. However, a philosophical or professional difference of opinion does not constitute a conflict.

Outside Interests and Activities
Holding, directly or indirectly, a material ownership or financial interest, or employment or management position in any outside concern from which Good Samaritan Hospital purchases goods or services is considered a conflict of interest. This includes any material financial interest held by a member of the immediate family. The “immediate family” is defined as spouse, parents, children, spouses of children, brothers and sisters,
whichever is less. Good Samaritan Hospital may, following a review of the relevant facts, permit ownership interests which exceed these amounts if management concludes such ownership interests will not adversely impact Good Samaritan Hospital business interest or the judgment of the employee.

Competing, either directly or indirectly, with various health services, products or plans offered by Good Samaritan Hospital. Serving as a director or rendering managerial or consulting services to any outside concern that does business with or competes with the services of Good Samaritan Hospital.

Gifts and Entertainment
Employees should not accept gifts, entertainment or other favors from any supplier, potential supplier or competitor of Good Samaritan Hospital if it may be inferred that such action is intended to influence--or possibly will influence--the employee in performing his or her duties to Good Samaritan Hospital. Exceptions are items of nominal or minor value, or social entertainment unrelated to any particular transaction or activity of Good Samaritan Hospital. For more information on this reason unrelated to performing corporate

4.2 – Services for Competitors/Suppliers
Employees must not perform work or services for any competitor, supplier or potential supplier of Good Samaritan Hospital outside the normal course of their employment with Good Samaritan Hospital without approval of their managers. Employees must not be directors, officers or consultants of such organizations, and make sure their names are not used in any way that would indicate a business connection to such organizations.

4.3 – Participation of Outside Board Directors
Employees are encouraged to participate in the civic and social affairs of their community. This may include serving on the board of various civic or charitable organizations. Serving on such boards, employees should observe the following standards:

- Employees must obtain approval from their managers prior to serving as members of the board of directors of any organization.
be approved in advance on a case-by-case basis by Good Samaritan Hospital Executive Office.

- Any key employee must notify his or her manager prior to agreeing to serve on any board of directors and must disclose all involvement in outside boards of directors in the annual Conflict of Interest Disclosure Statement.

- Good Samaritan Hospital retains the right to prohibit membership on any board of directors where it believes membership conflicts with its best interests.

Questions regarding whether board participation may present a conflict of interest should be discussed with the Good Samaritan Hospital Corporate Compliance Officer.

**Principle 5 – Business Relationships**

*Business transactions with suppliers, contractors and other third parties must be free from offers or solicitation of gifts and favors or other improper inducements.*

The following standards are intended to guide judgment in accepting or refusing gifts, and other inducements offered to or by Good Samaritan Hospital suppliers, contractors, customers. Good Samaritan Hospital business units or managers are free to establish stricter rules than outlined here relating to the acceptance of gratuities or other items of value from suppliers.

**5.1 – Gifts and Gratuities**

Good Samaritan Hospital aims to preserve and protect its reputation and avoid even the appearance of impropriety. The following guidelines are designed to cover a wide variety of situations employees may encounter related to gifts and gratuities.

**Gifts from patients or members**

Employees are prohibited from soliciting personal gratuities or gifts from patients accepting money, personal gratuities and patient, member or other individual wishes presents a gift of money, he or she should present it to the appropriate business unit office or Good Samaritan Hospital Foundation.

**Gifts influencing decision-making**

Employees must not accept gifts, favors,
or other things of value with the expectation of influencing the judgment or decision-making process of any purchaser, supplier, customer, government official or other associate. Any such conduct must be reported immediately to the Good Samaritan Hospital Corporate Compliance Officer.

**Gifts from existing suppliers**

Employees may retain gifts of a nominal value from suppliers. Good Samaritan Hospital has made no attempt to define "nominal" as a specific dollar value. Rather, employees should exercise good judgment and discretion in accepting gifts. If an employee has any concern whether a gift should be accepted, the employee should ask his or her manager. To the extent possible, these gifts should be shared with co-workers. Employees must not accept excessive gifts or expensive meals or entertainment, nor may they solicit gifts—other than gifts in support of Good Samaritan Hospital charitable activities—from vendors, suppliers, contractors or other persons.

**Supplier-sponsored entertainment**

At a supplier’s invitation, an employee may accept meals or refreshments at the supplier's expense. Occasional attendance at a local theater or sporting event, local is defined as being an area containing the main place of business of a supplier that is within 150 mile radius of Vincennes, or similar entertainment at supplier expense may also be accepted. In most circumstances, a regular business training sessions. Supplier-funded attendance to non-local seminars, workshops and training is permitted only with prior approval of employee's Department Director.

### 5.3 – Contracting

Employees may not use "insider" information in any business activity conducted by or on behalf of Good Samaritan Hospital. All business with contractors must be at arm's length and comply with Good Samaritan Hospital Purchasing and Personnel policies and procedures. Employees must disclose personal relationships and activities with contractor personnel that are construed by an impartial observer as influencing the employee's performance of duties. Employees are responsible to obtain clarification from managers on questionable issues that may arise and to comply with Good Samaritan Hospital Conflict of Interest Policy.

### 5.4 – Business Inducements

Good Samaritan Hospital employees may not offer, give, solicit or receive any form of bribe or other improper payment. Commissions, rebates, discounts and allowances are customary and acceptable business inducements if they are approved by Good Samaritan Hospital management and if they do not constitute illegal or unethical payments. Such payments must be reasonable in value, competitively justified, properly documented, and made to the business entity to whom the
entertainment and meals of nominal value to Good Samaritan Hospital customers, current and prospective business employees and other persons when these activities have a legitimate business purpose, are reasonable and are consistent with all applicable laws.

**Principle 6 – Protection of Assets**

*Employees must preserve and protect Good Samaritan Hospital assets by making prudent and effective use of Good Samaritan Hospital resources and properly and accurately reporting its financial condition.*

The following standards state Good Samaritan Hospital expectations related to activities or behaviors that may have an impact on its financial health or that reflect a reasonable and appropriate use of its assets. Questions or concerns relating to this principle should be directed to the Good Samaritan Hospital Corporate Compliance Officer.

**6.1 – Internal Control**

Good Samaritan Hospital has control standards and procedures to ensure that assets are protected and properly used, and that financial records and reports are accurate and reliable. All Good Samaritan Hospital employees share responsibility for maintaining and complying with required internal controls.

**6.2 – Financial Reporting**

All financial reports, accounting records, research reports, expense accounts, time sheets and other documents must accurately and clearly represent the relevant facts or true nature of a transaction. Improper or fraudulent accounting, documentation or financial reporting is contrary to Good Samaritan Hospital policy and may be illegal.

**6.3 – Honoraria**

Employees are encouraged to participate as faculty and speakers at educational programs and related to their work at Good Samaritan Hospital. However, any honoraria in excess of $50 must be turned over to Good Samaritan Hospital unless the employee took time off to attend the program or that portion of the program for which the honoraria is paid. Alternative arrangements may be approved in advance on a case-by-case basis by a Vice President. Employee expenses associated with participation will not be paid by Good Samaritan Hospital without the approval of the employee's manager.

**6.4 – Travel and Entertainment**

Travel and entertainment expenses should be consistent with the employee's job responsibilities and the organization's needs and resources. Employees are expected to exercise reasonable judgment in using Good Samaritan Hospital assets and to spend them as carefully as they would their own.
considered minimal personal use, as defined by Good Samaritan Hospital policy. All property of Good Samaritan Hospital must be used and the business of the company conducted in a manner designed to further Good Samaritan Hospital interest rather than the personal interest of an individual employee. Employees are prohibited from unauthorized use or taking of Good Samaritan Hospital equipment, supplies, materials or services. Employees must obtain approval of the appropriate business unit or other management of Good Samaritan Hospital before engaging in any activity on company time which will result in remuneration to the employee or to use Good Samaritan Hospital equipment, supplies, materials or services for personal or other purposes unrelated to their Good Samaritan Hospital work.

IV. FALSE CLAIMS ACT
As stated in this Code of Conduct, Hospital policy encourages you to report any wrongdoing. In addition, there are specific Federal laws and State laws which pertain to your reporting specific illegal conduct.

A. The False Claims Act (FCA) exists to fight fraud, or false claims, against federal and state government.

3. Under the FCA, anyone who know submits or causes the submission of claims to the government is liable for damages of up to three times the erroneous payment, plus civil penalties of $5,500 to $11,000 per false claim.

4. A private individual – called the whistleblower or “relater” – who possesses and comes forward with information regarding claims, is authorized to file a case in court and sue, on behalf of the government, those entities that engaged in the fraud. These are called “qui tam” suits. The Department of Justice decides on behalf of the government whether to join the whistleblower in prosecuting these cases.

5. If the case is successful, the whistleblower may share in the recovery.

6. The FCA provides a remedy for whistleblowers who are discharged, demoted, suspended, or in any other manner discriminated against in the terms and conditions of employment by his employer in retaliation for filing an FCA case. To receive the benefits of employment protections of FCA, courts generally require that an employee demonstrate that (1) he or
compensation for any special damages sustained as a result of the discrimination, such as attorneys’ fees.

B. The Indiana False Claims Act (IFCA) helps the state combat fraud and recovers losses resulting from fraud in programs, purchases or contracts. (Indiana Code 5-11-5.5.5).

1. Actions that violate IFCA include: (1) submitting a false claim for payment, (2) making or using a false record to get a false claim paid, (3) conspiring with another person to make a false claim or get one paid, or (4) making or using a false record to avoid payments owed to the government entity.

2. The minimum civil penalty is $5,000 per claim. Damages of up to three times the amount that the state sustains because of the violation may also be awarded. The courts will waive penalties for IFCA violations and reduce damages if the false claims are voluntarily disclosed.

3. A civil suit must be filed within six years after the date that the violation was discovered, but no more than ten years after the violation was committed.

4. A private person (or qui tam plaintiff) can sue for violations of the IFCA. Individuals who report fraud receive between 10 and 15 percent of the total amount recovered if the state prosecutes the case, and between 25 and 30 percent (plus reasonable costs and attorney fees) if the private person litigates the case on his or her own as a qui tam action. An individual cannot file a lawsuit on public information, unless he or she is the original source of the information.

5. ICFA contains protections for whistleblowers. Employees who suffer discrimination due to their disclosure of fraudulent activity may be awarded: (1) two times their back pay plus interest, (2) reinstatement at the seniority level they would have had except for the discrimination, and (3) compensation for any special damages they have incurred.

V. PROCEDURES

A. Compliance Officer

1. The Compliance Officer is responsible for making sure the Code of Conduct and related policies and procedures are followed.

2. It is the employee’s responsibility to comply with the Code of Conduct and related policies and procedures. It is the manager’s responsibility to help employees follow the Code and related procedures.

B. Reporting of Violations

1. If you know of a possible legal violation, you must report that information immediately to your manager. All managers must report any potential legal violation that comes to their attention to the appropriate department head or the Compliance Officer.
contact the Compliance Officer. This may be done in writing or by using a special telephone resource number.

2. The Compliance Officer has established a resource line that permits anonymous reports of possible violations of the Code or related policies. The telephone line is available to answer questions regarding the Code or related policies.

A dedicated system-wide 877 (toll free) line has been established. The resource number is 1-877-835-5474. A separate local number is also available at 885-8760.

3. As stated in this Code of Conduct, Hospital policy encourages you to report any wrongdoing. In addition, there are specific Federal laws and State laws which pertain to your reporting specific illegal conduct.

C. Disciplinary Actions

1. Breaking the law can have severe consequences. Disciplinary action will be taken against personnel who authorize or participate in breaking the law, this Code, or related policies and procedures. And, conduct violating the Code may also violate federal or

D. No Retaliation for Good Faith Reporting of Violations

1. The success of any policy, including this Code, depends on prompt, accurate reporting of violations and suspected violations. Fear of retaliation. Our policy, as well as federal and state law, prohibits retaliation against an employee for reporting, in good faith, an actual or suspected violation of the Code or any other reporting mechanism.

2. All reports will be kept as confidential as possible.

E. How to Deal with Investigations

We are confident that we are in compliance with the law. If, however, a government investigator approaches you, you should understand your rights. An investigator can contact you at work or home.

1. No one is required to submit to questioning by government investigators. You may speak voluntarily, but are not forced to do so.

2. You have the right to consult an attorney prior to speaking to an investigator, and can ask for the investigator’s name and telephone number so that the attorney can contact him. It is requested that you also contact your supervisor or the Corporate Compliance Officer about the contact made by the government investigator.
remember that if you do choose to be interviewed, tell the truth. And any request for written records must be referred to the Corporate Compliance Officer.

4. The fact that an inquiry is being made does not mean wrong doing. The government has the right and obligation to conduct inquiries, just as Good Samaritan has the right to demand it be done properly.

F. Questions Regarding the Code
   1. If you have a question about the Code of Conduct or the Compliance Program, you may talk with your supervisor or call the Corporate Compliance Officer.
   2. Also, continuing education sessions will update all employees about the Compliance Program and the Code of Conduct.

G. Dynamic Document
   This Code of Conduct will be changed when needed to better accomplish mission, values, goals, objectives and legal compliance.

H. Questions and Answers
   Q: Why have a formal document outlining business conduct?
   A: It's important to clarify Good Samaritan Hospital expectations for employee behavior.

Q: What is the supervisor's role in administering the Standards of Business Conduct?
A: Supervisors are held accountable for ensuring that their employees understand the Standards of Business Conduct. As a role model and must set an ethical example for employees to follow.

Q: Who's responsible for understanding and complying with the laws and regulations that apply to my work area?
A: All employees are responsible for complying with laws and regulations, as well as Good Samaritan Hospital policies and procedures that relate to their jobs and apply to their respective work areas. Familiarize yourself with this document for expectations regarding your business conduct. If you have questions, ask your supervisor for clarification. You may also refer to the specific principle in this document that you have a question on and call the Good Samaritan Hospital Corporate Compliance Officer at 812-885-3858 to discuss the situation.
Q: What should I do if my supervisor instructs me to do something I think is against the law or the Employee Standards of Business Conduct?

A: Talk to your supervisor again to make sure you understand the situation. If you clarify that the task would be in violation, state your concerns and give your supervisor the chance to think through his or her request. If the situation isn't resolved to your satisfaction, call the Good Samaritan Hospital Corporate Compliance Officer.

Q: How do I work through a compliance issue if I'm not sure how to handle it?

A: Most issues will be second nature to you, but if you're confronted with a compliance problem, think it through by asking yourself several questions. Would the action I take on this seem appropriate to my family, friends, co-workers, managers and the general public? Would I feel comfortable explaining to others how I justified the decision I made on this? Am I completely sure of what to do? If you can't answer "yes" to these questions, and a review of the Employee Standards of Business Conduct or Good Samaritan Hospital policies doesn't clear it up for you, discuss the issue with your supervisor. If you are still unsure, call the Good Samaritan Hospital Corporate Compliance Officer.

Q: What resources are available to answer my questions and provide guidance?

A: There are a number of resources. Each operating unit has policies and procedures, and a compliance plan. Supervisors should have a copy of each, and employees are encouraged to reference these documents to answer their questions. Another resource is the Good Samaritan Hospital Conflict of Interest Policy, which is available in the Good Samaritan Hospital Corporate Compliance Office. If you still have specific questions regarding the Employee Standards of Business Conduct, call the Corporate Compliance Officer at 812-885-3858.