**PATIENT CODE OF ETHICS**

Care Right There, Inc. is committed to improving the well-being of clients and families through the delivery of essential home care services well above industry standards. Additionally, Care Right There seeks to establish and retain the highest possible level of confidence with our patients, as well as within the community. Thus, this Patient Code of Ethics, formed by the governing body, serves notice to the general public, referral sources, contractors, clients, staff and governmental agencies that Care Right There is an organization which operates at the highest level of ethical practice.

We are committed to providing the best quality of service in a responsible, reliable, and ethical manner and will always provide the appropriate care without discrimination based on race, religion, national origin, age, sex, disability or other legally protected status, or payer. The agency is committed to treating the needs of clients and their families with respect, compassion, and professionalism and will respect all client personal and medical information and will hold it in the strictest confidence.

**PATIENT RELATIONS**

1. The agency is committed to being truthful and ethical in its communication with the public at all times.
2. We will always represent ourselves and our services in an honest and straightforward manner.
3. Care Right There will do its due diligence in fairly presenting agency benefits, costs, and capabilities as well as general home care information
4. The agency will work to the best of its ability to ensure that those individuals in need have reasonable access to care.
5. Care Right There shall cooperate with other agencies in providing and accepting referrals to ensure comprehensive services to clients.

**COMPLIANCE OFFICER**

1. Care Right There is committed to strict compliance of our Patient Ethics and Compliance Policy.
2. The agency requires the reporting of all suspected instances of wrongdoing/violation of law and assures no retaliation towards an individual reporting an alleged incident or wrongdoing.
3. Care Right There has appointed a Compliance Officer to receive reports from patients of violations or wrongdoing.

Care Right There’s Compliance Officer is:

**Marie Zumwalt**

**609-829-8839**

[**marie@zumwaltaccounting.com**](mailto:marie@zumwaltaccounting.com)

**ANTI FRAUD**

Our Anti-Fraud Policy demonstrates the agency’s dedication to ensuring that staff at all levels perform services and deliver care in a manner reflecting compliance with federal, state and local laws, statutes, regulations and contractual provisions.

This list provides a few examples of fraud that this policy is designed to prevent and detect:

* + Submitting or calling in time when not working, or using another employee’s ID number
  + Knowingly submitting false information, such as doing tasks not authorized on the plan of care or not doing tasks that are required on the plan of care
  + Coding a service at a higher level than what was provided in order to obtain a higher payment amount
  + Falsifying or misrepresenting a diagnosis in order to receive payment that would not otherwise be owed, or that would otherwise be paid at a lower amount
  + Alteration of claims in order to receive a higher payment amount
  + Intentional double billing to obtain double payment
  + Failing to maintain confidentiality of medical records
  + High use of services that are not medically necessary in order to receive payments.

There will be no retaliation against any staff member or client for reporting suspected or actual fraud or abuse or for participating in the investigation into a report of fraud or abuse. However, any staff member that has knowledge of fraud or abuse, or has a reasonable basis to suspect fraud or abuse, and fails to report the violation, has committed an act of unprofessional conduct and insubordination and may be subject to disciplinary action up to and including termination.

In addition to the compliance officer named above, the following is also a resource provided for the reporting of other types of fraud that may occur:

**Elder Fraud Hotline Insurance Fraud Prosecutor’s Office**

**877-746-7850 877-55-FRAUD**

**I have received and been educated on the preceding information. Any questions or concerns I may have regarding this policy can be directed to the Care Right There main office at 856-244-7722.**

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Patient Signature Date

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Care Right There Representative Date