



Code of Conduct

Effective September 1, 2012

Regulatory Compliance – *It's not just the law; It's the way we care for our patients*

The Mental Health Center of Boulder County, Inc., d/b/a Mental Health Partners (“MHP”) operates in a heavily regulated sector, as a result of the funding we receive, the state and federal laws that govern what we do, and the vulnerable patients we serve. To continue to serve our patients, we must operate within these regulations, even when that requires balancing demands on our time and resources. At MHP each of us will follow the rules and requirements placed upon us and will strive for excellence in patient care.

Dealing with Regulatory Bodies – *We Cooperate with Visits, Reviews and Inquiries*

Regulations affect the way we deliver care. They govern which individuals can properly care for patients and how and where they can deliver care. MHP will respond promptly, accurately and fully to any agency contact. When agency personnel contact you, whether in person, by phone, letter or e-mail, you should immediately contact your supervisor and the compliance officer, and allow them to assist in responding to the request.

Documentation and Records – *We keep our information accurate, complete and confidential*

Regulations also govern how we record patient medical interactions, how we bill and collect payment for our services, and our relations with each other and with MHP. Whether our records are patient medical records, billing and accounting information, or other materials, they should be accurate, complete, and consistent with the standards set by MHP. Errors or sloppiness in part of our documentation can have serious impact on our patients, our revenue, and on MHP. Because we deal with the sensitive medical information of our patients, we will keep all information confidential within professional standards, and we will observe the federal and state laws governing protected health information. Each category and classification of information will be maintained and preserved consistent with the MHP standard.

Caring for Patients First and Without Influence – *MHP resources only for MHP and our patients*

Because our mission is to take care of patients, MHP wants its resources - money, supplies, equipment and personnel time – to be used for its patients. The resources of MHP should be used to further our mission. In addition, care decisions and resource choices should only be made in the best interest of the patient and MHP. Any decision about patient care, purchases, research, or personnel must be free of all conflict of interest, and our relationships outside of MHP should not put us in conflict with our patient’s best interest.

Business Courtesies and Marketing Practices – *Only Proper Payments, Gifts & Contributions*

We will not give patients money or gifts that might influence their healthcare choices. MHP, and its staff of providers, caregivers and others affiliated with us, will not give or accept payment, gifts, or contributions that might influence patient care or the decisions made on behalf of MHP. All collaborations will be consistent with the regulatory guidance for those collaborations and sharing of information. Violations could reflect inaccurately upon MHP or indicate that MHP has acted improperly. All relationships with physicians, vendors and outside parties will be documented fully and accurately to demonstrate their purpose and intent.

Speak Up – *You are the key to MHP’s success*

Each of us must follow this Code of Conduct. If you see some way that MHP or someone within MHP is not following this Code of Conduct, you must let your supervisor know immediately so that we can improve MHP. Supervisors or management are expected to forward compliance-related concerns to the compliance officer. If you are not comfortable raising concerns within your department, or if issues have not been addressed after you have raised them, call your compliance officer. Your communication will be confidential. MHP will not retaliate against any person that makes a report, and if you prefer to make your report anonymously, you can call the Compliance Hotline at **(303) 413-6387**. But whatever the method, help us to follow our Code of Conduct and provide excellence in patient care.