

## **CELACare Eco-Health Care Provider Code of Ethics**

*CELA has adopted the following Code of Ethics for CELACare Eco-Health Care providers as standards for care, ethics, and professional conduct. This Code of Ethics is a statement that CELA Eco-Health Care Providers stand for integrity and the highest ethical standards. This Code of Ethics also serves to inform as to what are acceptable guidelines for ethical conduct for CELACare Eco-Health Care Providers.*

### **Client Rights**

#### **ALL CLIENTS HAVE THE RIGHT:**

- To be fully informed of all their rights and responsibilities;
- To appropriate and professional care;
- To choose their care providers;
- To receive information necessary to give informed consent before the start of any procedure;
- To refuse treatment or care within the confines of the law and to be informed of the consequences of their actions;
- To privacy;
- To receive a timely response to their request for services;
- To be admitted to a hospital only if safe, professional care is provided at the level of intensity needed;
- To reasonable continuity of care;
- To be informed within a reasonable time of anticipated termination of services;
- To voice grievances and suggest changes in services or service provider without fear of restraint or discrimination;

THE CLIENT AND THE PUBLIC HAVE THE RIGHT TO HONEST, ACCURATE, AND FORTHRIGHT INFORMATION REGARDING THEIR CARE IN GENERAL AND THEIR CHOSEN CARE PROVIDER(S) IN PARTICULAR (i.g., cost per visit, care provider qualifications, etc.)

#### **Eco-Health Care Provider Fiscal Responsibilities:**

- The amount for services billed is consistent with the amount and type of services provided;
- The cost per visit includes only legitimate expenses

#### **Eco-Health Care Provider Marketing Responsibilities:**

- Oral and written statements will fairly represent services, benefits, costs, and provider capability;
- Services promoted to the public through the media shall include information descriptive of care and support services in general, as well as provider-specific information

## Eco-Health Care Provider Professional Role:

An Eco-Health Care Provider is a member of the healthcare team. The healthcare team includes but is not limited to: family members and significant others, physicians, nurses, physical therapists, occupational therapists, social workers, psychotherapists, expressive and creative arts therapists, CNAs, case managers, teachers, and other specialists. Everyone involved on the healthcare team works together in support of the client.

## The Eco-Health Care Provider:

- Treats all clients in a courteous and respectful manner;
- Does not use cell phones/electronic devices for personal activities while caring for a client;
- Does not give out a client's telephone number;
- Does not discuss personal religious or political beliefs with a client;
- Will never leave a client alone who is not able to be left alone;
- Does not administer any type of medication to a client;
- Provides non-medical support services only.

Adhering to this Code of Ethics ensures safe and efficient care. CELA Eco-Health Care Providers follow this Code of Ethics every time they work with a client.

*adapted from the National Association for Home Care & Hospice Code of Ethics*