

## UNIT 1.1

### Code of Ethics

#### **Definition**

The ethical code is a set of values, principles, and standards to guide the decision-making and everyday professional conduct of health care assistants.

It serves as a guide for healthcare assistants in their duty to always analyze situations and ethically make decisions and provide the highest-quality care possible to their patients.

#### These are:

- The health care assistant shall always adhere to all codes of conduct and ethics.
- The main responsibility of the healthcare assistant is to help with non-medical tasks at home and in a healthcare facility.
- The health care assistant must respect the patient's religion, values, rights, and nationality.
- The health care assistant must handle all personal information entrusted to them in confidentiality.
- The health care assistant shall carry out all orders given to them by a registered nurse, enrolled nurse, patient, or employee.
- The health care assistant's name shall not be used to harm the reputation of the patient, employer, or Primadee Nursing Academy.
- The health care assistant shall always maintain harmony between them and other colleagues and staff personnel.
- The health care assistant promotes, advocates for, and protects the rights, health, and safety of the patient.
- The health care assistant, through individual and collective effort, establishes, maintains, and improves the ethical environment of the work setting and conditions of employment that support safe, quality healthcare.



## CODE OF CONDUCT

### Definition

The Code of Conduct is the professional standards of behaviour, integrity and conduct that apply to healthcare assistants and that should apply generally in the healthcare profession.

A healthcare assistant code of conduct outlines the professional standards and ethical principles that healthcare assistants are expected to uphold while carrying out their duties. This code of conduct helps ensure the safety, well-being, and dignity of patients while maintaining the integrity of the healthcare profession.

### KEY GUIDES TO THE HEALTHCARE ASSISTANT'S CODE OF CONDUCT:

#### Patient-Centered Care:

Healthcare assistants should prioritize the well-being and comfort of patients at all times. They should treat each patient with respect, empathy, and compassion, regardless of their background, condition, or personal beliefs.

#### **Confidentiality:**

Healthcare assistants must maintain patient confidentiality and not share any patient information without proper authorization or medical necessity.

#### **Professionalism:**

Healthcare assistants should exhibit professionalism in their demeanor, appearance, and communication with patients, families, and other healthcare professionals. They should follow established protocols and procedures and carry out their duties to the best of their abilities.

#### **Communication:**

Clear and effective communication is crucial. Healthcare assistants should communicate with patients and their families in a way that is easily understood and respectful.

#### **Ethical Behavior:**

Healthcare assistants should act with integrity and honesty in all their interactions. They should avoid conflicts of interest and refrain from engaging in any behavior that might compromise patient care or their professional responsibilities.

#### **Scope of Practice:**

Healthcare assistants should work within their defined scope of practice and not perform tasks beyond their training and competency levels. If they encounter tasks or situations that are outside their scope, they should seek guidance from appropriate healthcare professionals.

**Safety and Hygiene:**

Healthcare assistants should maintain a clean and safe environment for patients, following infection control protocols and promoting good hygiene practices.

They should also be aware of and follow safety measures to prevent accidents and injuries.

**Continuing Education:**

Healthcare assistants should engage in ongoing learning to stay updated on the latest developments in healthcare and improve their skills.

They should seek opportunities for professional development to enhance their competence.

**Teamwork:**

Healthcare assistants are part of a multidisciplinary team. They should collaborate and communicate effectively with nurses, doctors, therapists, and other healthcare professionals to provide comprehensive care.

**Respect for Diversity:**

Healthcare assistants should be culturally sensitive and respect the diversity of patients' backgrounds, beliefs, and preferences.

**Boundary Management:**

Healthcare assistants should maintain appropriate professional boundaries with patients and avoid engaging in personal relationships that could compromise the care provided.

**Reporting Concerns:**

If healthcare assistants witness any issues or concerns related to patient safety, ethics, or professional conduct, they should report them to the appropriate authorities within the healthcare institution.

A healthcare assistant code of conduct serves as a guide to ensure that all healthcare assistants maintain high ethical standards and provide safe, compassionate, and patient-centered care.

**As a healthcare professional you should adhere to the following RULES:**

- Always have a cheerful outlook.
- Be loyal to the employer.
- Do not discuss your issues with patients.
- Formally address patients and use correct titles and surnames. No nicknames, or first names of patients, unless permitted by the patient or the patient's family or RN.
- Wear name tags properly whenever you are on duty.
- Exercise good behavior and positively represent the institution.
- Cancel appointments in time if you cannot fulfill them.

- You are not allowed to approach a doctor in the institution if you are sick unless permitted by the RN.
- Report off duty, when going for tea or lunch to a person above you.
- Do not give out any information to anyone about the patient. If anyone asks, refer them to a sister.
- No giving information about a patient to anyone over the phone.
- All information you receive is confidential, do not share it with anyone, and not even your friends.