

Standards of Conduct

Tower Health is committed to conducting all activities lawfully, ethically, and with high standards of integrity. These Standards of Conduct provide guidance for all employees, contractors, and affiliated personnel to ensure compliance with applicable laws, regulations, and ethical obligations. Additional information may be found in the Tower Health [Compliance Plan](#).

Key Principles

1. Integrity and Ethics

Act honestly and ethically. All staff must comply with all applicable laws, regulations, and Tower Health policies.

2. Patient Care

Treat all patients with dignity and respect. Always follow safety protocols and report any concerns. Always document information that is accurate, truthful and timely.

3. Patients' Rights

Patients have a right to receive information in the language and format they understand. Respect each patient's right to exercise autonomy in their medical decision-making.

4. Emergency Medical Treatment

Tower Health medical personnel will provide timely treatment to any patient needing emergency medical care, regardless of the patient's ability to pay.

5. Abuse, Harassment and Violence

Tower Health maintains a zero-tolerance policy towards all forms of abuse, harassment and physical violence directed towards staff or patients. Violations will result in disciplinary action.

6. Reporting Misconduct

Employees are required to report known or suspected violations of laws, policies, or ethical standards. Reports may be made anonymously at any time through the 24/7 Compliance Hotline. Failure to report misconduct may itself constitute a violation of these Standards.

7. Non-Retaliation

Tower Health strictly prohibits retaliation against individuals who report concerns in good faith. Any form of retaliation—including harassment, demotion, or termination—is subject to disciplinary action.

8. Confidentiality and HIPAA Compliance

Protecting patient privacy is critical. All staff must comply with HIPAA and Tower Health confidentiality policies regarding the use, access and disclosure of protected health information (PHI). Access PHI only as needed to perform assigned job duties.

9. Workplace Conduct and Employment Practices

Tower Health complies with employment laws, including non-discrimination requirements, and does not employ or contract with individuals or entities excluded from participation in government healthcare programs.

10. Conflict of Interest

Staff must avoid situations where personal interests could improperly influence professional judgment or interfere with responsibilities to Tower Health and its patients. Potential conflicts must be disclosed in accordance with Tower Health policy.

11. Billing and Cost Reporting

All claims must be accurate, complete, and supported by timely and proper documentation. Only services that are appropriately documented may be billed.

12. Record Retention

Employees must follow Tower Health’s document retention and destruction policies. All medical and business records, both paper and electronic, must be accurate, complete, and maintained in compliance with privacy, regulatory and legal requirements.

13. Kickbacks, Inducements, and Self-Referrals

Federal and state laws prohibit kickbacks, bribes, self-referrals, and other improper inducements—particularly those involving Medicare and Medicaid. Staff must ensure all financial relationships and referral practices fully comply with these laws and Tower Health policy. Employees shall not accept anything of value from someone doing business with Tower Health.

14. Competition and Marketing Practices

Staff must comply with antitrust and unfair competition laws. Interactions with vendors and referral sources must remain arm’s-length and free from improper influence. Employees should never offer any type of business courtesy to a referral source or a purchaser for the purpose of obtaining favorable treatment or advantage.

15. Tax-Exempt Status

As a 501(c)(3) organization, Tower Health must avoid private inurement and political campaign activity. All staff must conduct activities in a manner that preserves and supports Tower Health’s tax-exempt status.

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