



Resident/Medical Student Emergency Contact

Please provide the following information. This will be kept in your personnel file and used in the event of an emergency.

Student Name _____

Home Address _____

City, State, Zip Code _____

Email _____

Home Phone # _____ Cell Phone # _____

Date of Birth _____ MD/DO
License # _____

DEA# _____ NPI# _____

Status: ☐ Single ☐ Married ☐ Divorced ☐ Widowed ☐ Significant Other
☐ Domestic Partner ☐ Separated

In the event of an Emergency Notify _____

Relationship _____

Home Phone # _____ Cell Phone # _____

Work Phone # _____

Signature _____ Date _____

****It is your responsibility to update any information that changes within 72 hours**



Legendary Care™

Confidentiality Statement RESIDENT/STUDENT

I agree and fully understand that I am a student observing for class credit and being provided a privilege to do so with Riverside Medical Clinic. In knowing that I am observing and/or shadowing, I will comply with the following:

1. Riverside Medical Clinic (RMC), who is a covered entity under the meaning as set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA). I understand that all medical information on all patients is considered confidential. I also understand during the course of my studies, I will come in contact and have access to confidential information on many patients.
2. I understand I am committed to any oral or written bond regarding the safeguarding of this confidential information. I agree I will not discuss or release, in any matter, any information, from any medical record, with my family, friends, or any other unauthorized persons.
3. This information may be stored either on paper or in electronic form and that this agreement shall cover the privacy, security and confidentiality of all RMC information.
4. I understand any unauthorized discussion or release or any misuse of medical information on any patient may be grounds for removal from the program and not be allowed to participate in the future.
5. I understand discussion of any patient's medical information for purposes other than treatment, medical education, quality assurance activities, or other approved uses may result in accidental disclosure to unauthorized person(s). Confidential medical information should not be discussed casually among students/staff members. I understand even accidental disclosure of confidential medical information may be grounds for immediate removal from the program and not be allowed to participate in the future.
6. I also understand I am not to disclose or provide access to confidential information which has been obtained or developed with respect to Riverside Medical Clinic, or its business, including information concerning past, present, or prospective employees, agents, policy-holders, customers, borrowers, proposed corporate investments, or other current or planned business activities:
 - a. To anyone inside the company other than those who have legitimate need for such information in the normal course of RMC business; or
 - b. To anyone outside the company (including media representatives and regulators) without prior approval by an appropriate RMC official and in accordance with communications, employee relations, government contracts and privacy policies.

In addition, I am not to use such information for personal advantage.

Student Signature

Date

Student Name (Please Print)

Human Resources

Date



Elder and Dependent Adult Abuse Reporting Requirements Student Acknowledgement

California State Law **REQUIRES** care custodians, health practitioners, and employees of adult protective services agencies and local law enforcement agencies to report physical abuse of elders and dependent adults.

Those professionals must report physical abuse under the following circumstances:

- 1) When the reporter has observed an incident that reasonable appears to be physical abuse.
- 2) When the reporter has observed a physical injury where the nature of the injury, it's location on the body or the repetition of the injury, clearly indicated that physical abuse has occurred.

When the reporter is told to be an elder or dependent adult that he or she has experienced behavior constituting physical abuse.

The report must be made immediately, or as soon as possible, by telephone or either the long-term care ombudsman coordinator or to a law enforcement agency when the abuse is alleged to have occurred in a long term care facility, or to either the county adult protective services agency or a local law enforcement agency when the abuse is alleged to have occurred anywhere else, and must be followed by a written report within two working days. The report must include:

- 1) The name of the person making the report.
- 2) The name, age, and present location of the elder or dependent adult.
- 3) The names and addresses of family members or other persons responsible for the elder or dependent adult's care, if known.
- 4) The name and extent of the person's condition.
- 5) Any information that led the reporter to suspect that abuse has occurred.
- 6) The date of the incident.

State law also **PERMITS** that reporting other types of abuse of elders or dependent adults, such as neglect, intimidation, fiduciary abuse, abandonment, or other treatment results in physical harm, pain, or mental suffering. These reports may be made when the reporter has actual knowledge or reasonable suspects that abuse has occurred. If the conduct involves criminal activity not constituting physical abuse, it may be immediately reported to a law enforcement agency.

The law provides that care custodians, health practitioners, or employees of adult protective service agencies or local law enforcement agencies shall not incur either civil or criminal liability for any report they are required or permitted to make under this law.

However, failure to report physical abuse of an elder or dependent, a misdemeanor, punishable by not more than six months in the county jail or by a fine of not more than one thousand dollars (\$1,000.00), or by both fine and imprisonment.

Reports made under this law are confidential and may be disclosed only to the agencies specified. Violation of the confidentiality provisions is also a misdemeanor, punishable by not more than six months in the county jail or by a fine of not more than five thousand (\$5000.00), or by both fine and imprisonment.

The following is the exact test portions of the elder and dependent adult abuse reporting law which pertain to the responsibilities of professionals who are required to report abuse of elders and dependent adults:

Conditions Under Which Reporting of Physical Abuse is required:

Subdivision (a) of section 15630 of the Welfare and Institutions code

- 1) (a) "Any elder or dependent adult care custodian, health practitioner, or employee of a county adult protective services agency or local law enforcement agency, who in his or her professional capacity or

within the scope of his or her employment, either has observed an incident that reasonably appears to be physical abuse, has observed a physical injury where the nature of the injury, the location on the body, or the repetition of the injury clearly indicated physical abuse has occurred, or is told by an elder or dependent adult that he or she has experienced behavior constituting physical abuse, shall report the know or suspected instance of physical abuse either to the long-term care facility, or to either the county adult protective services agency or to a local law enforcement agency, when the physical abuse is alleged to have occurred anywhere else, immediately or as soon as possible by telephone, and shall prepare and send a written report thereof within two working days.

- 2) The reports required by this section should contain the following information unless the information is unavailable by the person reporting:
 - a. The name, address, telephone number, and occupation of the person reporting.
 - b. The name and address of the victim.
 - c. The date, time, and place of the incident.
 - d. Other details, including the reporter's observations and beliefs concerning the incident.
 - e. Any statement relating to the incident made by the victim.
 - f. The name of any individuals believed to have knowledge of the incident.
 - g. The name of the individuals believed to be responsible for the incident and their connection with the victim."

Conditions under which reporting Abuse is permitted:

Subdivision (b) of section 15630 of the Welfare and Institutions code

1. "(b) Any care custodian, health care practitioner, or employee of a county adult protective services agency or a law enforcement agency who has knowledge of or reasonably suspects that other types of abuse have been inflicted upon an elder or dependent adult or that his or her emotional well-being is being endangered in any other way, may report such known or suspected instances to either a long-term care ombudsman coordinator or to a local law enforcement agency when the abuse is alleged to have occurred in a long-term care facility, or to either that county adult protective services agency or to law enforcement agency when the abuse is alleged to have occurred anywhere else."

Professionals who are required to report Physical Abuse of Elders and Dependent Adults:

- 1) Care custodians, as defined by Subdivision (h) of Section 15610 of the Welfare and Institutions Code:

"(h) 'Care Custodian' means an administrator or an employee, except persons who do not work with elders or dependent adults as part of their official duties, including members of support staff and maintenance staff, of any of the following public or private facilities:

- a) Twenty-four hour health facilities, as defined in Section 1250, 1250.2, or 1250.3 of the Health and Safety Code.
- b) Clinics
- c) Home Health Agencies
- d) Adult Day health care centers
- e) Secondary schools, which serve 18-22 year old dependent adults and postsecondary educational institutions, which serve dependent adults or elders.
- f) Sheltered workshops
- g) Camps
- h) Community care facilities, as defined in Section 1502 of the Health and Safety Code and residential care facilities for the elderly, as defined by Section 1569.2 of the Health and Safety Code.
- i) Respite care facilities.
- j) Foster Homes
- k) Regional centers for persons with development disabilities.
- l) State Department of Social Services and State Department of Health Services licensing divisions.
- m) County welfare departments
- n) Offices of patients' rights advocates.

- o) Office of the long-term care ombudsman
- p) Offices of public conservators and public guardians
- q) Any other protective or public assistance agency, which provides medical services or social services to elders or dependent adults."

(b) Health care practitioners as deemed by Subdivision (i) of Section 15610 of the Welfare and Institutions Code:

"(i) 'Health Practitioner' means a physician or surgeon, psychiatrist, psychologist, dentist, resident, intern, podiatrist, chiropractor, licensed clinical social worker, marriage, family and, child counselor or any other person who is currently licensed under Division 2 (commencing with Section 500) of the Business and Professions Code, any emergency medical technician I and II, paramedic, a person certified pursuant to Division 2.5 (commencing with Section 1797) of the Health and Safety Code, a psychological assistant registered pursuant to Section 2913 of the Business and Professions Code, a marriage, family, and child counselor trainee as defined in Subdivision (c) of Section 4980.03 of the Business and Professions Code, or an unlicensed marriage, family, and child counselor intern registered under Section 4980.44 of the Business and Professions Code, and state or county public health employee who treats elder or dependent adult for any condition, a coroner, a religious practitioner who diagnoses, examines, or treats elders or dependent adults."

(c) Employees of adult protective service agencies as defined by subdivision (j) of Section 15610 of the Welfare and Institutions Code:

"(j) 'Adult Protection Service Agency' means a county welfare department except person who does not work directly with elders or dependent adults as a part of their official duties, including members of support staff and maintenance staff."

(d) Employees of local law enforcement agencies, as defined by Subdivision (r) of section 15610 of the Welfare and Institutions Code:

"(r) 'Local Law Enforcement Agency' means a city police or county sheriff's department or a county probation department except persons who do not work directly with elders or dependent adults as a part of their official duties, including members of support staff and maintenance staff."

Definitions of "Elder":

Subdivision (a) of Section 15610 of the Welfare and Institutions Code:

"(a) 'Elder' means any persons residing in this state, 65 years of age or older."

Definition of "Dependent Adult":

Subdivision (b) of Section 15610 of the Welfare and Institutions Code:

"(b)(1) 'Dependent Adult' means any person residing in this state, between the ages of 18 and 64, who has physical or mental limitations which restrict his or her ability to carry out normal activities or to protect his or her rights, including, but not limited to, persons who have physical or developmental disabilities or who physical or mental abilities have diminished because of age.

(2) 'Dependent Adult' includes any person between the ages of 18 and 64 who is admitted as an inpatient to a 24-hour health facility as defined in Section 1250, 1250.02, and 1250.03 of the Health and Safety Code."

Definition of "Abuse of an Elder or Dependent Adult":

Subdivision (g) of Section 15610 of the Welfare and Institutions Code:

"(g) 'Abuse of an Elder or Dependent Adult' means physical abuse, neglect, intimidation, cruel punishment, fiduciary abuse, abandonment, isolation, other treatment with results of physical harm or pain, mental suffering, or the deprivation by a care custodian of goods and services which are necessary to avoid physical harm or mental suffering.

1) For purposes of this Subdivision, "isolation" includes any of the following:

- a) Acts intentionally committed for the purpose of preventing, and that do serve to prevent, an elder or dependent adult from receiving his or her mail or telephone calls.
- b) Telling a caller or prospective visitor that an elder or dependent adult is not present, or does not wish to talk with the caller, or does not wish to meet with the visitor, where the statement is a false, is contrary to

the express wishes of the elder or dependent adult, whether he or she is competent or not, and is made for the purpose of preventing the elder or dependent adult from having contact with family, friends, or concerned persons.

- c) False imprisonment, as defined in Section 236 of the Penal Code.
- d) Physical restraint of an elder or dependent adult, for the purpose of preventing the elder or dependent adult from meeting with visitors.

2) The acts set forth in paragraph 1) shall be subject to a reputable presumption that they do not constitute isolation if they are performed pursuant to the instructions of a physician license to practice medicine in the State of California, who is caring for the elder or dependent adult at the time the instructions are given, and who gives the instructions as part of his or her medical care.

3) The acts set forth in paragraph 1) shall not constitute isolation if they are performed in response to reasonably perceived threat of danger to property of physical safety."

Definite of "Physical Abuse":

Subdivision (c) of Section 15610 of the Welfare and Institutions Code:

"(c) 'Physical Abuse' means all of the following:

- 1) Assault, as defined in Section 240 of the Penal Code.
- 2) Battery, as defined in Section 242 of the Penal Code.
- 3) Assault with a deadly weapon of force likely to produce great bodily injury, as defined by Section 245 of the Penal Code.
- 4) Unreasonable physical constraint, or prolonged or continual deprivation of food or water.
- 5) Sexual Assault, which means any of the following:
 - a) Sexual battery, as defined in Section 261 of the Penal Code.
 - b) Rape, as defined in Section 261 of the Penal Code.
 - c) Rape in concert, as described in Section 264.1 of the Penal Code.
 - d) Incest, as defined in Section 285 of the Penal Code.
 - e) Sodomy, as defined in Section 286 of the Penal Code.
 - f) Oral Copulation, as defined in Section 288a of the Penal Code.
 - g) Penetration of a genital or anal opening by a foreign object, as defined in Section 289 of the Penal Code.
- 6) Use of a physical or chemical restraint or psychotropic medication under any of the following conditions:
 - a) For Punishment
 - b) For a period significantly beyond that for which the restraint or medication was authorized pursuant to the instructions of the physician licensed in the State of California, who is providing medical care to the elder or dependent adult at the time the instructions are given.
 - c) For a purpose other than authorized by the physician.

Student Signature

(Optional for health care practitioners and other mandated reporters who were hired prior to January 1, 1986.)

I hereby attest that I understand by obligations to report elder and dependent abuse as described above and will fulfill this obligation.

Name (Print)

Signature

Date



Legendary Care™

Child Abuse Reporting Requirements Student Acknowledgement

Section 11166 of the Penal Code requires any child care custodian, health practitioner, or employee of a child protective agency who has knowledge or observes a child in his or her professional capacity or within the scope of his or her employment who he or she knows or reasonably suspects has been the victim of child abuse to report the know or suspected instance of child abuse to a child protective agency immediately or as soon as practically possible by telephone, and to prepare and send a written report thereof within 36 hours of receiving the information concerning the incident.

“Child Care Custodian” included teachers, an instructional aide, or a teacher’s assistant employed by any public or private school who has been trained in the duties imposed by this article, if the school district has so warranted to the State Department of Education; a classified employee of any public school has been trained in the duties imposed by this article, if the school has so warranted to the State Department of Education; administrative offices, supervisors of child welfare and attendance, or certificate pupil personnel employees of any public or private school, administrator of a public or private day camp, administrator and employees of a public or private youth center, youth recreation programs, and youth organizations; administrators of and employees of public or private organizations whose duties require direct contact and supervision of children and who have been trained in the duties imposed in this article, licensees, administrators, and employees licensed community care or child day care facilities; head start teachers, licensed workers or licensed evaluators; public assistance workers, employees of a child care institution including but not limited to, foster parents, group home personnel, and personnel of residential care facilities; social workers, probation officers or parole officers; employees of a school district police or security department; or any person who is an administrator or presenter of, or a counselor in, a child abuse prevention program in any public or private school.

“Health Practitioner” includes physicians and surgeons, psychiatrists, dentists, residents, interns, podiatrists, chiropractors, license nurses, dental hygienists, optometrists, or any person who is licensed under Division 2 (commencing with Section 500) of the Business and Professions Code; marriage, family, and child counselors; emergency medical technicians I and II, paramedics, or other persons certified pursuant to Division 2.5 (commencing with Section 1797) of the Health & Safety Code; psychological assistants registered pursuant to Section 2913 of the Business and Professions Code; marriage, family, and child counselor trainees as defined in Subdivision (c) of Section 4980.03 of the Business and Professions Code; unlicensed marriage, family, and child counselor interns registered under Section 4980.44 of the Business and Professions Code; state or county public health employees who treat minors for venereal disease or any other condition; coroners, paramedics, and religious practitioners who diagnose, examine, or treat children.

I hereby attest that I understand my obligation to report child abuse as described above and will fulfill this obligation.

Name (Print)

Signature

Date



Legendary Care™

Vehicle Verification- STUDENT/RESIDENT

Student Name _____ Location _____

School _____

**** If you do not have a vehicle please complete top portion, check the appropriate box and sign and date below.**

Please check the appropriate box:

☐ New Vehicle Enrollment

☐ Replacement Tag

☐ Disable Registration
State Placard

☐ Add New Vehicle

☐ No Vehicle

Vehicle #1	
Make:	
Model:	
Year:	
Color:	
License Plate #:	
State:	
Parking Sticker #	

Vehicle #2	
Make:	
Model:	
Year:	
Color:	
License Plate #:	
State:	
Parking Sticker #	

I acknowledge that the information listed above is my current automobile listing. If there are any changes to the information, I understand that I must notify Human Resources Department immediately to update my file.

Furthermore, I acknowledge receipt of my parking tag and will display this tag in my vehicle(s) while at work and adhere to the RMC Parking Policy (Parking Policy HRS-EB-005 enclosed). A replacement fee of \$3.00 may be applicable for any lost or misplaced parking tags. All parking tags must be returned upon separation.

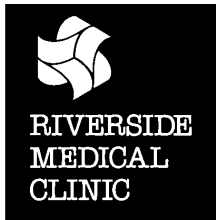
I understand that it is my responsibility to read the RMC Parking Policy HRS-EB-005, which has been provided to me. I understand that I am to park in the employee-designated parking spaces to provide ample parking for patients, visitors, and the disabled. Failure to comply with RMC parking policy will subject to disciplinary action up to and including termination of employment.

Student Signature

Date

Human Resources

Date



Legendary Care™

RIVERSIDE MEDICAL CLINIC

Code of Conduct

(INTEGRITY & COMPLIANCE)



Contents

A Letter from the CEO and COO.....	1
Philosophy & Policy Statement.....	2-4
RMC Mission, Vision, and Values	5-6
Executive Summary.....	7
RMC Code of Conduct	
• Principle I - Excellence in Patient Care, Research, Education and Community Service	8
• Principle II - Business Ethics.....	9
• Principle III - Compliance with Laws and Regulations.....	10-13
• Principle IV - Conflict of Interest.....	14-16
• Principle V - Financial Transactions.....	17-18
• Principle VI - Reporting.....	19
Principles of Compliance.....	21
Definitions.....	22
Disclosure Acknowledgment.....	23

A Letter from the Chief Executive Officer & Chief Operating Officer

To all Physicians & Employees of Riverside Medical Clinic:

Our Patients, their families and the community look to Riverside Medical Clinic with a unique sense of trust and confidence. We have the fiduciary responsibilities to uphold the public trust and abide by the laws, rules and regulations, which govern us.

Understanding the rules and understanding how they impact each of us is not always easy. To assist in understanding of what our responsibilities in this regard are, we have developed the Code of Conduct, which includes our expectations of business conduct and conflict of interest. Our Philosophy Statement and our Policy Statement are included. The Code of Conduct:

- Documents the Clinic's commitment to comply with the rules
- Protects us from the unknowing violation of the rules.
- Promotes fair treatment of all Employees.
- Promotes fairness amongst those who we do business with, and protects the reputation of the Clinic.

The Code of Conduct is not intended to address each and every element of business conduct. It consists of a series of broad statements, focusing only on certain particularly sensitive areas. In several instances the document requests certain individuals to disclose situations where there may be an appearance of a conflict of interest. Only by asking for your cooperation can we ensure the integrity of the Clinic's business relationships. Additionally, this Code of Conduct does not supersede or amend any provisions in the Employee Handbook. To the extent any provision here conflicts with the Employee Handbook, the Employee Handbook controls.

The Integrity and Compliance Program formulates our tradition of honest and ethical behavior and conduct. The Code of Conduct is an essential component of the program and is pivotal to strengthening and sustaining the environment in which we work. As the health care environment continues to change, the need to preserve Riverside Medical Clinic's tradition is more important than ever.

You are encouraged to seek the advice of a supervisor or Human Resources representative to gain a better understanding of the Code of Conduct and seek guidance as to its application. If a matter is of a sensitive nature, you may also contact the Ethics Line (951) 782-5155, Human Resources, or a member of the compliance committee directly without any risk of reprisal. Integrity and Compliance is everyone's responsibility.

Sincerely,

Ravi Berry
Chief Executive Officer
Corporate Compliance Officer

Judy Carpenter
President & Chief Operating Officer

Philosophy Statement

Riverside Medical Clinic's integrity rests on several general rules of ethical behavior.

The underlying concepts of this policy are simple:

- Be honest, tell the truth, and play by the rules.
 - Don't steal Clinic assets, falsify records, or misuse Clinic assets for personal gain.
 - A perception of dishonesty or favoritism is as harmful as the real thing. Avoid situations or circumstances, which may raise questions as to motive.
 - Follow the intent as well as the letter of the law.
 - No action is made proper simply because it is considered to be "customary."
 - Bribes, kickbacks, or payoffs in any form are prohibited.
 - System information, including patient information, financial data, and personnel information, is extremely confidential and must be subject to proper security and use restrictions.
-
- Employees are required to immediately inform Management whenever they become aware of conduct inconsistent with these standards or which might place the Clinic in noncompliance with external regulations.

 - Employees should disclose any situations which might appear to involve a conflict of interest. Employees will not face repercussions for disclosing potential conflicts, but are responsible for any failure(s) to disclose. The Clinic places great importance on the integrity and ethics of each individual employee. Violations of this policy may be subject to disciplinary actions, including termination. In some cases, civil or criminal action could be taken. Riverside Medical Clinic expects its employees to refrain from conduct which may violate the fraud and abuse laws. These laws prohibit (1) direct, indirect or disguised payments in exchange for the referral of patients; (2) the submission of false, fraudulent or misleading claims to any government entity or third party payor, including claims for services not rendered, or claims which do not otherwise comply with Medicare guidelines contractual requirements; and (3) making false representations to any person or entity in order to gain or retain participation in an program or to obtain payment of any service.

Policy Statement

SCOPE - All Employees and all activities conducted on behalf of the Clinic are subject to this Policy.

VENDOR RELATIONSHIPS - Relationships with Vendors that could appear to influence an Employee's decision making on behalf of the Clinic are prohibited.

GIFTS FROM VENDORS - The receipt of anything of value from a Vendor is prohibited if it could appear in any way to influence an Employee's decision making on behalf of the Clinic.

LOANS - Loans from vendors and patients, of either a personal or business nature, are prohibited.

BUSINESS ENTERTAINMENT - Occasional invitations from Vendors to appropriate social activities may be accepted and it is clear to all concerned that this acceptance facilitates the business purposes of the relationship, and in no way influences the Employee's decision making on behalf of the Clinic.

PRIZES OR AWARDS - Employees receiving prizes or awards from a Vendor must comply with the Immediate Disclosure Rules and must abide by any decision made as to the ultimate disposition of the prize or award.

VENDOR FUNDED TRAVEL - Travel or lodging costs must not be paid for by a Vendor unless the purpose of the travel fulfills a bona-fide educational or consultative purpose and directly benefits the Clinic.

PURCHASES FROM VENDORS - Discounted purchases of goods or services from Vendors for personal use are not permitted unless they are part of a bona-fide Clinic sponsored program.

SPONSORSHIPS - Sponsoring a function which benefits the Clinic is allowed as long as it could not appear to create a conflict is freely given, and is not linked to any contractual obligation of the Clinic.

DONATIONS - Donations, gifts or bequests to the Clinic are encouraged. They must be freely given and not linked to any contractual obligation of the Clinic.

FINANCIAL INTERESTS - Financial Interests in Vendors or competitors by Employees or Family Members are prohibited if they could in any way appear to influence the Employee's decision making on behalf of the Clinic.

OUTSIDE EMPLOYMENT AND CONSULTING - Employment or consulting relationships between Vendors and Employees or Family Members are strictly



Legendary Care™

prohibited if they could in any way appear to influence the Employee's decision making on behalf of the Clinic.

PAYMENTS FROM VENDORS - Receipt of any form of payment from Vendors for speeches, presentations or articles is prohibited if it could in any way appear to influence the Employee's decision making on behalf of the Clinic.

SERVING ON BOARDS - Employees sitting on other organization's boards must abstain from any decisions impacting the relationship between the organization and the Clinic.

CONFIDENTIAL INFORMATION - Disclosure of proprietary and sensitive information to any unauthorized person the use of such information for personal benefit is prohibited.

POLITICAL ACTIVITIES - Support of a candidate for political office support of a political party, organization, or committee must be conducted on the individual's own behalf, time and expense.

WORK RELATIONSHIPS WITH FAMILY MEMBERS - Employment of Family Members or other related parties (including siblings and in-laws) in a supervisor/subordinate work situation is prohibited.

BUSINESS TRANSACTIONS - All transactions conducted in the name of the Clinic must be subject to prior written authorization.

COMPLIANCE WITH LAWS - Employees must not participate in any action involving the Clinic in any way for any unlawful purpose.

RIVERSIDE MEDICAL CLINIC MISSION, VISION, AND VALUES

Mission

As an employee of Riverside Medical Clinic, you are an important member of our healthcare team. With your commitment to provide quality of patient care, we can enjoy continued success.

Our patients measure our organization by the care they receive from you, whether by direct contact with them or behind the scenes.

One of our objectives is to provide a work environment that is conducive to both personal and professional growth. If you enjoy your job and feel valued, our patients will feel valued and cared for as well.

We are proud to have you as part of our team.

Vision

We are expanding the health care delivery system concept through our leadership's commitment to innovation, always striving to improve access, cost-effectiveness, and quality of care by:

- Designing our services and programs around the needs of our patients and the communities we serve.
- Integrating our services to provide complete, lifelong health care in ways our customers find convenient to use.
- Enhancing the value of our services through innovative partnerships, health education programs and managed care services.
- Continually improving our services, and measuring patient satisfaction and community health awareness.

Values

The following values are fundamental to us:

- Patients and customers come first. We exist to serve those who need our services. Our patients and customers deserve our best work delivered in ways respectful of community diversity.
- People are our strength. Our work defines our success and determines our reputation. We as employees are a reflection on Riverside Medical Clinic.

- We practice continuous improvement. We are each responsible for maintaining an environment that encourages learning and creative thinking, and helps us to develop and apply new knowledge and skills to everything we do.
- We support our communities. We advocate improved community health by getting involved. We volunteer our time, expertise, and facilities as a responsible corporate citizen and a good neighbor.
- We are in all this together. We embrace the dignity of our diverse work force as one of our greatest human assets. We respect the people of our communities as ourselves, and we welcome their volunteer activities in supplementing our services.
- We serve with compassion. To build trust and understanding, we listen. To help, we act on our understanding.
- We have a social conscience. Our presence counts. We want our doors to be open to everyone.

EXECUTIVE SUMMARY

CODE OF CONDUCT- INTEGRITY AND COMPLIANCE

The Clinic has always expected and required its owners, providers, employees, students, vendors, contractors and agents, hereinafter referred to as “covered individuals,” to work with honesty and integrity and to follow all applicable laws, regulations, and Riverside Medical Clinic policies and procedures when conducting business. The Code of Conduct formalizes this expectation.

Your role is ensuring that honesty and ethical behavior continue to be a part of our culture is crucial. The Code of Conduct is provided to you as a resource. It offers an overview of the Integrity and Compliance Program.

THE PRINCIPLES OF COMPLIANCE

A simple explanation of each of the six principles comprising the overall Code of Conduct is provided below:

- I. *Excellence in patient care, research, education, and community support.* Riverside Medical Clinic employees must promote and provide excellence in patient care, education, research, and community support.
- II. *Business ethics.* Employees must maintain the highest standards in our business ethics. It is a violation of Business Conduct Policy to knowingly misrepresent Riverside Medical Clinic through dishonesty or inaccuracy.
- III. *Compliance with the law.* Employees must follow all laws and regulations that apply to the financing and provision of health care services. Examples of laws include: patient confidentiality, environmental health and safety, and Medicare/Medicaid billing requirements, and performing within the scope of certification or licensure.
- IV. *Conflict of Interest.* Employees must be impartial in all business decisions with patients, payors, vendors, contractors, customers and business partners. Employees should not accept offers or solicitation of gifts, favors or other improper inducements.
- V. *Financial transaction.* Employees must conserve Riverside Medical Clinic resources, whether in the form of money, time or commodities. Employees must accurately report the use of Riverside Medical Clinic resources whenever required.
- VI. *Reporting.* Employees are responsible to report when they suspect or know that there has been a violation of any:
 - Riverside Medical Clinic policies.
 - Ethical standards of care.
 - Laws, rules or regulations.
 - Regulatory body and professional organization requirements.

Employees may notify their supervisor, Human Resources, call the Ethics Line (951) 782-5155, or a member of their local compliance committee to report a violation.

PRINCIPLE I

Excellence in Patient Care, Research, Education, and Community Services

Riverside Medical Clinic employees will promote and provide excellence in patient care, education, research, and community service.

In order for Riverside Medical Clinic to achieve this mission, all employees must show respect, commitment, compassion, trust, integrity, efficiency and leadership. They must work together, helping each other complete tasks. They must follow the Compliance Plan and report others when they suspect or know there has been a violation of any Riverside Medical Clinic rules.

Health care providers should offer informed consent, encourage patients to participate in their own care, inquire about each patient's medical care plan, and advanced directive and honor the patient's treatment decisions.

To ensure that patient rights are respected, all staff members must be aware of the ethical issues relating to a patient's care, Riverside Medical Clinic's policy governing these issues, and the appropriate ethics committee if they require recommendations for resolution of a difficult ethical issue.

Clinical decisions are based on identified patient health needs.

PRINCIPLE II

Business Ethics

Riverside Medical Clinic is committed to conducting business with the highest standards of business ethics and integrity. Employees will accurately and honestly represent Riverside Medical Clinic and will not engage in any activity intended to defraud anyone of money, property or services.

Riverside Medical Clinic must demonstrate integrity in its business practices and instill trust on the part of its customers and partners. Employees must always be honest in their communications with others, consider all business information confidential or proprietary and not disclosed any business information to persons who do not need to know this information to complete their jobs.

Examples of violating Riverside Medical Clinic's business ethics are:

- Refusing to provide services promised to someone
- Refusing to return money that does not belong to Riverside Medical Clinic
- Releasing sensitive information regarding personnel, financial or operational data to third parties as it may harm Riverside Medical Clinic or its customers.

PRINCIPLE III

Compliance with Laws and Regulations

Riverside Medical Clinic will strive to ensure that all activity by or on behalf of the organization is in compliance with applicable laws, rules, regulations, regulatory body requirements and professional organizations.

Employees are required to inform management whenever they become aware of conduct inconsistent with these standards, which might place Riverside Medical Clinic in a state of noncompliance with external regulations.

Since the delivery of health care is a highly regulated business, Riverside Medical Clinic employees are required to follow the federal, state and local laws, rules, regulations and requirements of many regulatory agencies and professional organizations.

All employees must follow a basic set of rules. These rules include, but are not limited to:

- Confidentiality of patient information
- Environmental health and safety in the work place (OSHA)
- Employment laws to ensure nondiscrimination and a harassment-free and retaliation-free environment
- Participate in training for Integrity and Compliance as outlined in RMC Policy (HRS-EB-007).

3.01 Patient Confidentiality

Because Riverside Medical Clinic deals with highly personal information every day, employees may sometimes fail to remember the sensitivity of such information. Just as an employee would not want anyone knowing their medical concerns, Riverside Medical Clinic patients also expect that same privacy.

All patient information is private and confidential. Employees should never discuss information with another employee or any individual outside of the organization unless there is a legitimate business “need” for that person to know. Patient information “belongs” to the patient. Unless approved by the patient, the information should not be discussed with anyone. In addition, some of the information used daily to conduct Riverside Medical Clinic business is protected and should not be discussed with others outside Riverside Medical Clinic.

Examples of violating a patient’s privacy are:

- Discussing or providing someone with a patient’s medical or billing information without the patient’s permission.
- Carelessly discussing or discarding a patient’s medical or billing information such that third parties may access the information.

- Giving his or her password to anyone. Passwords are only to be utilized by the person to whom it has been assigned.

Employees must also refer to the Employee Handbook provisions regarding confidentiality.

3.02 Environmental health and safety

Riverside Medical Clinic is committed to providing a safe and healthy workplace for its employees and for visitors to its premises. Riverside Medical Clinic is equally committed to preventing the deterioration of the environment and minimizing the impact of its operations on the land, air, and water. These commitments are met only through the cooperation of all employees. Everyone has a responsibility to:

- Abide by safe operating procedures.
- Guard their own and their fellow employees' health.
- Use pollution control systems.

Federal, state, and local regulatory agencies exist to ensure compliance with laws and regulations affecting safety, health, and the environment. It is Riverside Medical Clinic's policy to comply with these laws and regulations and to develop a cooperative attitude with inspection and enforcement personnel. Riverside Medical Clinic employees are encouraged to report any conditions that they perceive to be unsafe, unhealthy, or hazardous to the employee.

Examples of violating environmental health and safety regulations are:

- Improper disposal of hazardous waste.
- Contaminating a sterile environment by mixing clean and dirty supplies or equipment.
- Failing to keep refrigerators at a safe temperature.
- Storing food in medication and specimen refrigerators.
- Failing to wear proper safety equipment when using machines.
- Throwing away sharp objects in containers not made for that purpose.
- Employees not attending education sessions to stay up to date on safety issues.

Employees must also refer to the Employee Handbook provisions regarding workplace safety and security.

3.03 Prohibition of Discrimination, Harassment, and Retaliation pursuant to applicable law

Riverside Medical Clinic is committed to providing a work environment that is free of unlawful discrimination, harassment, and retaliation.

Policy Against Harassment and Retaliation

- In keeping with this commitment, Riverside Medical Clinic maintains a strict policy prohibiting all forms of unlawful harassment, including harassment based on the basis of race, color, religious creed (including religious dress and religious grooming), sex, gender (including pregnancy, perceived pregnancy, childbirth, breastfeeding and related medical conditions, gender identity and gender expression, transgender status, those who are transitioning or have transitioned, and sexual stereotypes), sexual orientation, age, national origin (including holding a driver's license granted under Vehicle Code section 12081.9), physical or mental disability, ancestry, marital status, military and veteran status, medical condition, genetic information/characteristics, and/or any other protected category under applicable federal or state law, in accordance with all applicable laws and regulations.
- All such harassment is unlawful and will not be tolerated, whether it be harassment of employees, applicants, unpaid interns, persons providing services pursuant to a contract or volunteers by managers, supervisors, co-workers, doctors, or non-employees with whom Riverside Medical Clinic has a business, service or professional relationship, like patients, vendors and clients. Similarly, Riverside Medical Clinic will not tolerate harassment by its employees of non-employees with whom Riverside Medical Clinic has a business, service or professional relationship, like patients, vendors and clients.

Equal Employment Opportunity Policy

- Riverside Medical Clinic is an equal employment opportunity employer. Riverside Medical Clinic strictly prohibits discrimination on the basis of race, color, religious creed (including religious dress and religious grooming), sex, gender (including pregnancy, perceived pregnancy, childbirth, breastfeeding and related medical conditions, gender identity and gender expression, transgender status, those who are transitioning or have transitioned, and sexual stereotypes), sexual orientation, age, national origin (including holding a driver's license granted under Vehicle Code section 12081.9), physical or mental disability, ancestry, marital status, military and veteran status, medical condition, genetic information/characteristics, and/or any other protected category under applicable federal or state law.
- This policy applies to all areas of employment including, but not limited to, recruitment, hiring, training, promotion, compensation, benefits, transfer, disciplinary action, social and recreational programs, layoff, recall and termination. It is the responsibility of every manager, supervisor and employee to conscientiously follow this policy.
- Managers are educated in and required to ensure that work environments are free from harassment, discrimination, and retaliation.

Reasonable Accommodations

- Riverside Medical Clinic will also make reasonable accommodations that are necessary to comply with the state and federal disability discrimination laws. This means that Riverside Medical Clinic will make reasonable accommodations for the known physical or mental disability or known medical condition of an applicant or employee, consistent with its legal obligation to do so.
- As part of its commitment to make reasonable accommodations, Riverside Medical Clinic also wishes to participate in a timely, good faith, interactive process with the disabled applicant or employee to determine effective reasonable accommodations, if any, that can be made in response to a request for accommodations. Applicants and employees are invited to identify reasonable accommodations that can be made to assist them to perform the essential functions of the position they seek or occupy. They should contact the Human Resources Department as soon as possible to request the opportunity to participate in a timely interactive process. By working together in good faith, Riverside Medical Clinic hopes to implement any reasonable accommodations that are appropriate and consistent with its legal obligations.
- Consistent with the law, Riverside Medical Clinic also makes reasonable accommodations for: pregnant employees who request an accommodation for pregnancy, childbirth, or related medical conditions; for employees who are victims of domestic violence, sexual assault, or stalking; and for applicants and employees who need accommodations for their religious beliefs and practices that eliminates the conflict between the religious practice and the job requirement at issue.

Employees must refer to the Equal Employment Opportunity policy and the Policy Against Harassment and Retaliation in the Employee Handbook for more detailed information regarding Riverside Medical Clinic's prohibition of discrimination, harassment, and retaliation, as well as reporting/complaint procedures.

Depending on job responsibilities, employees may have to follow additional rules. These rules cover such topics as:

3.04 Antitrust

Employees must comply with applicable antitrust and similar laws, which regulate competition. Examples of conduct prohibited by laws include (1) agreements to fix prices, rigging bids, collusion (including price sharing) with competitors; (2) boycotts, certain exclusive dealing and price discrimination agreements; and (3) unfair trade practices including bribery, misappropriation of trade secrets, deception, intimidation and similar unfair practices. Employees are expected to seek advice from Riverside Medical Clinic counsel when they are confronted with business decisions involving a risk of violating the antitrust laws.

3.05 Fraud, Waste and Abuse

By its nature, health care fraud revolves around the exploitation of patients and their health insurance information, and as such, it involves much more than financial loss. The Centers for Medicare and Medicaid Services (“CMS”) requires all Medicare sponsors to develop a comprehensive program to detect, correct and prevent Fraud, Waste and Abuse. To reflect this commitment, Riverside Medical Clinic expects its employees to refrain from conduct, which may violate the Fraud, Waste and Abuse laws. These laws prohibit (1) direct, indirect or disguised payments in exchange for the referral of patients; (2) the submission of false, fraudulent or misleading claims to any government entity or third party payor, including claims for services not rendered, or claims which do not otherwise comply with Medicare guidelines contractual requirements; and (3) making false representations to any person or entity in order to gain or retain participation in an program or to obtain payment of any service.

There are many examples of violations, here are just a few. In the following categories, employees are in violation if they:

Copyright and patent

- Share software with more people than are allowed under the licensing agreement
- Duplicate copyrighted materials without proper permission

Billing

- Bill for services that were not provided
- Bill for services at a level that is not supported by the medical record
- Routinely waive a co-pay or deductible
- Submit a bill for services that are part of a research study

Collections

- Attempt to collect an outstanding balance from a Medicare, Medicaid or HMO patient when the patient was not notified that the service was not covered by his or her insurance prior to receiving the service
- Try to collect a debt from a patient or business that has filed bankruptcy, without receiving permission from the Bankruptcy Court.

Research

- Use research funds for unapproved purposes or in a manner inconsistent with the funding agencies' regulations.
- Reveal sensitive data obtained while conducting research

PRINCIPLE IV

Conflict of Interest

Honesty and professional integrity are expected of all Riverside Medical Clinic staff, and it is a violation of this trust if the interests of Riverside Medical Clinic were disregarded in the course of performing professional duties. The use of official position and influence for personal gain, for that of families or associates, is unacceptable behavior and in direct opposition to Riverside Medical Clinic policy.

Employees have the right to acquire and retain interest of a professional, personal or economic nature. In a community as diverse and complex as Riverside Medical Clinic, there is always the possibility that the pursuit of individual interest may result in a conflict with those of Riverside Medical Clinic. This places an important responsibility on employees to recognize potential conflicts and prevent them.

If a Physician or employee's job involves doing business with vendors or pharmaceutical representatives, they must be especially sensitive to the appearance of personal gain, favoritism or unfairly working together to make a situation favorable to a certain supplier. Although many of Riverside Medical Clinic's purchasers and suppliers contribute to Riverside Medical Clinic fundraisers and development, all purchasing and development functions must be separate.

Riverside Medical Clinic Physicians and employees must conduct all business transactions with vendors, contractors, customers and business partners in accordance with the following policy:

RMC policy on conflict of interest states:

Employees should disclose any situations which might appear to involve a conflict of interest. Employees may not face repercussions for disclosing potential conflicts, but will face disciplinary action for failure to disclose. Riverside Medical Clinic places great importance on the integrity and ethics of each individual employee. Violations of this policy may be subject to disciplinary actions, including termination for serious violations. In some cases, civil or criminal action could be taken. All activities conducted on behalf of Riverside Medical Clinic are subject to this policy.

4.01 Relationships with Vendors

Relationships with vendors, which could appear to influence an employee's decision making on behalf of Riverside Medical Clinic, are prohibited.

4.02 Gifts

The receipt of anything of value from a vendor is prohibited if it could appear in any way to influence an employee's decision making on behalf of Riverside Medical Clinic.

-
- 4.03 Loans
Loans from vendors and patients, of either a personal or business nature, are prohibited.
- 4.04 Business Entertainment
Occasional invitations from vendors to appropriate social activities may be accepted. And it is clear to all concerned that this acceptance facilitates the business purposes of the relationship and in no way influences the employee's decision on behalf of Riverside Medical Clinic.
- 4.05 Prizes
Employees receiving prizes or awards from a vendor must comply with the Immediate Disclosure requirements of the Code of Conduct and must abide by any decision made as to the ultimate disposition of the prize or award.
- 4.06 Travel
A vendor must not pay for travel or lodging costs unless they fulfill a bonafide education or consultative purpose, and directly benefit Riverside Medical Clinic.
- 4.07 Discounts
Discount purchases of goods or services from a vendor for personal use are not permitted unless they are part of a bona-fide Riverside Medical Clinic sponsored program.
- 4.08 Sponsorships
Sponsoring a function that benefits Riverside Medical Clinic is allowed as long as it could not appear to create a conflict, is freely given, and is not linked to any contractual obligation of Riverside Medical Clinic.
- 4.09 Financial Interests
Financial interests in vendors or competitors by employees or family members are prohibited if they could in any way appear to influence the employee's decision making on behalf of Riverside Medical Clinic.
- 4.10 Outside Employment
Employment or consulting relationships between vendors and employees or family members are strictly prohibited if they could in any way appear to influence the employee's decision making on behalf of Riverside Medical Clinic.
- 4.11 Payments from Vendors
Receipt of any form of payment from vendors for speeches, presentations, or articles is prohibited if it could in any way appear to influence the employee's decision making on behalf of Riverside Medical Clinic. Please see Business Conduct Policy for more details.

4.12 Expert Witnesses

Employees are prohibited from serving as expert witnesses if their testimony could appear to conflict with the best interests of Riverside Medical Clinic or if payment for such services could in any way appear to influence the employee's decision making on behalf of Riverside Medical Clinic.

4.13 Outside Boards

Employees sitting on other organization's board must abstain from any decision impacting the relationship between the organization and Riverside Medical Clinic.

4.14 Confidential Information

Disclosure of proprietary and sensitive information to any unauthorized person or the use of such information for personal benefit is prohibited.

4.15 Personal Political Activity

Support of a candidate for political office, support of a political party, organization, or committee must be conducted on the individual's own behalf, time, and expense.

4.16 Employment of Family Members

Employment of family members or other related parties (including siblings and laws) in a supervisor/subordinate work situation are prohibited.

4.17 Authorization and recording

All transactions conducted in the name of Riverside Medical Clinic must be subject to the established authorization and recording procedures. Employees must not participate in any action for any unlawful purpose. Any offers of travel or business entertainment require prior approval of the compliance officer, or designee, prior to acceptance.

What do you do if they have a potential conflict of Interest?

Before making an offer or accepting an item that may create a conflict of interest, it is essential to discuss it with management to obtain an objective view of the situation.

Employees also may contact the Ethics Line (951) 782-5155, or a Compliance Committee member for advise on handling potential conflicts of interest with vendors.

PRINCIPLE V

Financial Transactions

Riverside Medical Clinic employees will strive to preserve and protect institutional assets by making prudent and effective use of those resources. Employees must accurately report Riverside Medical Clinic's financial condition and their use of the resources.

To remain strong and competitive, Riverside Medical Clinic must spend Riverside Medical Clinic's money carefully and wisely. All employees must report and record all information honestly, completely and accurately. These reports range from the accurate reporting of attendance and travel cost to the accurate reporting of monies reimbursed by insurers to Riverside Medical Clinic for services provided to patients. There should be check-and-balance systems in all areas handling money. If one member of the department collects money for a supply or service, a different individual within the department should balance the books at the end of the day.

Resources, including equipment and supplies, belonging to Riverside Medical Clinic should be protected from theft, waste and personal use.

As a rule of thumb, employees cannot use their position or knowledge gained through their position to profit personally or to assist others in profiting at the expense of Riverside Medical Clinic. Examples of prohibited conduct include, but are not limited to:

- Falsifying travel expenses.
- Receiving reimbursement for the same expenses from more than one source.
- Stealing money, equipment or supplies.
- Falsifying time sheets.

5.01 Internal Controls

Riverside Medical Clinic has established control standards, and procedures to ensure that assets are protected and properly used and that financial records and reports are accurate and reliable. Riverside Medical Clinic employees share the responsibility for maintaining and complying with required internal controls.

5.02 Financial Reporting

All financial reports, cost reports, accounting records, research reports, expense accounts, time sheets and other documents must accurately and clearly represent the relevant facts of the true nature of a transaction. Improper or fraudulent accounting, documentation or financial reporting is contrary to the policy of Riverside Medical Clinic and may be in violation of applicable laws.

5.03 Travel and Entertainment

Travel and entertainment expenses should be consistent with the employee's job responsibility and Riverside Medical Clinic's needs and resources. Employees are expected to exercise reasonable judgment in the use of Riverside Medical Clinic's assets and to spend these assets as carefully as they would spend their own. Employees must also comply with the individual departmental and divisional policies relating to travel and entertainment expense.

5.04 Personal Use of Corporate Assets

All employees are expected to refrain from converting assets of Riverside Medical Clinic to personal use. All property and business of Riverside Medical Clinic shall be conducted in the manner designed to further Riverside Medical Clinic's interest rather than the personal interest of an individual employee.

PRINCIPLE VI

Reporting

Riverside Medical Clinic employees must promptly notify their supervisor, the appropriate department that oversees the implementation of the law, rule of regulation, or the business Ethics Line of any known or suspected violations of the law or of any unlawful work-related conduct by employees, students, volunteers, contractors or agents.

The trust of the entire community, Riverside Medical Clinic patients, and other customers depends on Riverside Medical Clinic employees' honesty and integrity. If any of Riverside Medical Clinic's employees are failing to follow the Code of Conduct and Business Conduct Policy, this failure must be reported immediately. Employees will not be retaliated against for making good faith reports of violations of law or unlawful work-related conduct.

6.01 Policy Statement

It shall be the policy of Riverside Medical Clinic that employees report known or suspected violations of laws and regulations. The areas of concern include (but are not limited to) the following:

- Billing, payment, collection regulations and practices
- Environmental laws and regulations
- Antitrust laws and regulations
- Research laws and regulations
- Copyright laws and software piracy
- Theft, bribes and kickbacks
- Fraudulent transactions
- Conflicts of interest
- Potential criminal violation

6.02 Reporting Structure

Employees are encouraged to voice any concerns regarding to the appropriateness of business practices to their immediate supervisor. Whenever this avenue is not appropriate, for whatever reason (such as the immediate supervisor being involved in the underlying complaint/concern), there are several other avenues available including:

- Another member of management
- Human Resource Representatives
- Member of their local compliance committee
- Office of Compliance
- The business Ethics Line (951) 782-5155, which will remain confidential.

6.03 Definition of Employee

For the purposes of Riverside Medical Clinic's Code of Conduct and Business Conduct Policy, "employee" includes all owners, employees, students, volunteers, here in after referred to as covered individuals of Riverside Medical Clinic Patient Services and Riverside Medical Clinic, Inc.

PRINCIPLES OF COMPLIANCE

Riverside Medical Clinic System (RMC) expects and requires its employees to work with honesty and integrity and to follow all applicable laws, regulations, and Riverside Medical Clinic's policies and procedures when conducting business.

The Principles of Compliance can be summarized as follows:

- I. *Excellence in patient care, research, education, and community support.* Riverside Medical Clinic employees must promote and provide excellence in patient care, education, research and community support.
- II. *Business ethics and integrity.* Riverside Medical Clinic must demonstrate integrity in its business practices and instill trust on the part of its customers and partners. As a Riverside Medical Clinic employee, you must always be honest in your communications with others in business, consider all business information confidential or proprietary and not disclose any business information to persons who do not need to know this information.
- III. *Compliance with the law.* All Riverside Medical Clinic employees must follow all federal, state, and local laws and regulations that apply to financing and the provision of health care services. Examples of laws include, but are not limited to: patient confidentiality, environmental health and safety, employment, antitrust, fraud and abuse (including but not limited to health and safety, employment, antitrust, fraud and abuse (including but not limited to Medicare/Medicaid billing requirements), taxes, patients, lobbying, and research.
- IV. *Conflict of Interest.* All Riverside Medical Clinic employees must be impartial in all business decisions with patients, payors, vendors (including but not limited to pharmaceutical companies), contractors, customers and business partners. Employees should not accept offers or solicitation of gifts, favors or other improper inducements, which might influence their judgment.
- V. *Financial transactions.* All Riverside Medical Clinic employees must conserve Riverside Medical Clinic resources, whether in the form of money, time or commodities. You must accurately report the use of Riverside Medical Clinic resources whenever required.
- VI. *Reporting.* All Riverside Medical Clinic employees are responsible to report (see below) when you suspect or know that there has been a violation of any:

- Riverside Medical Clinic policies
- Ethical standards of care
- Laws, rules or regulations
- Regulatory body and professional organization requirements.

If you have any questions or concerns, you can notify your supervisor, Ethics Line (951) 782-5155, Human Resources, or a compliance committee member.

Definitions

For purposes of this Code of Conduct document the following definitions shall apply:

EMPLOYEE - The term “Employee” shall include:

- Owners, providers, employees, students, volunteers

FAMILY MEMBER - The term “Family Member” shall include:

- Any individual residing in the same household as the Employee.
- Any spouse, child, parent, or sibling of any Employee, regardless of where they reside.

FINANCIAL INTEREST - The term “Financial Interest” shall include:

- Direct or indirect ownership positions.
- Debt or equity interests.
- Ownership of options or other convertible rights.

CLINIC - “Clinic” shall include Riverside Medical Clinic, Riverside Medical Clinic Patient Services, Riverside Medical Clinic Inc., or any of its affiliates.

VENDOR - The term “Vendor” shall include:

- Any company, organization, or individual conducting, or seeking to conduct, business with the Clinic.
- Any company, organization, or individual who has made donations to the Clinic or from whom the Clinic is actively soliciting donations.

REGULAR DISCLOSURE - Employees in selected positions complete a disclosure form every two years.

IMMEDIATE DISCLOSURE - Employees who receive prizes or awards from a Vendor must complete a disclosure form and submit it to the Office of Compliance



Legendary Care™

CODE OF CONDUCT DISCLOSURE ACKNOWLEDGMENT

1. This is to acknowledge that I have received Riverside Medical Clinic's Code of Conduct. I acknowledge that I am expected to read, understand, familiarize myself and adhere to the contents.
2. I understand that all employees of Riverside Medical Clinic are expected to abide by the Code of Conduct and disclose conflicts of interest that may arise due to the relations as noted in the Code of Conduct, page 14-16, items 4.01 through 4.17.
3. I understand that it is my responsibility to report questions and concerns regarding compliance with laws, regulations, with management, to the Ethics Line at (951) 782-5155, or a Compliance Committee member for advice on handling potential conflicts of interest
4. I understand that there will be no retribution for raising a compliance issue in good faith.
5. I understand that any violation of the Code of Conduct may result in corrective action and/or disciplinary action up to and including termination.

Name (PRINT)

Date

Signature

Original- Human Resources

Copy- Employee

Riverside Medical Clinic

Revised October 2018



Legendary Care™

Student Dress Code Guidelines

As a part of the Student Program, your appearance is important. Your clothing should be neat, tidy, and clean. Please see below for Guidelines:

Guidelines for Professional Appearance		
Type	Acceptable	Unacceptable
Pants	<ul style="list-style-type: none"> Pressed, clean slacks that come to mid-calf or longer Corduroy or khaki slacks Dress Slacks Undergarments must be worn 	<ul style="list-style-type: none"> Jeans of any type or color Sweatpants, running pants Shorts of any kind Overalls Spandex, leggings, or stretch pants Pants that are worn, frayed, or faded Visibly skin tight pants Undergarments that show through outer clothing Bare legs
Skirts or Dresses	<ul style="list-style-type: none"> Skirts or dresses no higher than 3 inches above the knee 	<ul style="list-style-type: none"> No bare shoulders, tank top, halter style dresses Skirt or dress higher than 3 inches above the knee
Shirts, Blouses, or Jackets	<ul style="list-style-type: none"> Collared shirts Blouses Golf or polo shirts Sweaters Turtlenecks Suit jackets Cardigans Undergarments must be worn 	<ul style="list-style-type: none"> Logo t-shirts Sweatshirts Midriff- baring tops, tank tops or shirts that do not cover the shoulders Shirts that are sheer, revealing, or low cut Shirts that are worn, frayed, or faded Visibly skin tight or backless tops Undergarments that show through outer clothing
Footwear	<ul style="list-style-type: none"> Loafers, dress shoes, or clogs Dress boots Heeled pumps Tennis shoes or walking shoes Socks or nylons must be worn at all times 	<ul style="list-style-type: none"> Barefoot Slippers, moccasins, Uggs "Flip-Flops" or beach sandals Open toed sandals Combat boots
Tattoos	<ul style="list-style-type: none"> Covered tattoos are preferred 	<ul style="list-style-type: none"> Visible tattoos that are perceived as offensive or inappropriate as determined by the department manager or director
Personal Hygiene	<ul style="list-style-type: none"> Clean and neat 	<ul style="list-style-type: none"> Offensive body odor
Nails	<ul style="list-style-type: none"> Well maintained Clear or lightly polished 	<ul style="list-style-type: none"> Chipped nail polish Any type of artificial nails or longer than 1/4 inch in patient/ clinical areas.
Hair	<ul style="list-style-type: none"> Clean and neat Facial hair that is well groomed 	<ul style="list-style-type: none"> Hair dying that is not a natural color Hair longer than shoulder length that is not pulled back
Makeup	<ul style="list-style-type: none"> Conservative 	<ul style="list-style-type: none"> Heavy
Jewelry	<ul style="list-style-type: none"> Earrings that do not dangle Up to 2 rings 	<ul style="list-style-type: none"> Earrings that dangle Nose studs or rings Any other visible piercing
Cell phones	<ul style="list-style-type: none"> During breaks only 	<ul style="list-style-type: none"> Not to be used at any time in patient/clinical areas
Gum chewing	<ul style="list-style-type: none"> During breaks only 	<ul style="list-style-type: none"> Any time while on duty