

# Madison County Department of Emergency Medical Services

## Standard Operating Guideline



<b>Title</b>	<b>Professional Ethics</b>
<b>Number</b>	027
<b>Adoption Date</b>	1/1/07
<b>Revision Date</b>	
<b>Approved by</b>	Lewis Jenkins, EMS Director



### Purpose:

To provide employees with guidelines to follow when in conversations that pertain to sensitive issues involving their job and patients. Due to the sensitive nature of our profession, you are instructed to follow these directives when dealing with citizens, volunteers, and other county employees. These items shall be adhered to while on duty and should be followed to protect your best interest when off duty.

### Policy:

1. Interaction between county employees:
  - A. You shall at all times be professional and honest when conducting your duties. Professional is defined in this case as no horseplay, vulgarity, slanderous remarks, jokes that could be offensive, argumentative or boisterous behavior, etc.
  - B. Show respect to your subordinates, equals, and officers, and follow the normal chain of command.
  - C. Show courtesy and respect when speaking with other county employees in different agencies.
2. Respect of Property
  - A. Treat all county property or the property you are occupying with the utmost respect and care. The property should be left in as good or better condition than you found it.
  - B. Restock, refuel, and replace any items, or leave a message that the item needs restocked, refueled, or replaced before leaving.
  - C. Do NOT destroy property.
3. Interaction with the public:
  - A. Always speak to citizens in a courteous manner.
  - B. Be careful and sensitive with your comments when citizens have lost a friend or loved one, or when someone is hurt or injured.
  - C. Direct all correspondence to the EMS Director. If the Director is unable to resolve the situation to the satisfaction of the parties involved, you will be authorized to appeal to the County Administrator. However, under no circumstances is a County employee to discuss any job related issues with the general public.
  - D. Use care with concern to a patient's modesty when performing physical exams and protect the patient as much as possible from embarrassment.
  - F. Do not resolve or attempt to resolve issues with the media.

