



KERN HEALTH SYSTEMS



Doing the right thing while
serving the community...

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The KHS Code of Conduct is a living document that will be reviewed on an annual basis and updated as necessary to reflect the needs of the organization. A copy can be downloaded from the KHS Intranet as well as our website - kernfamilyhealthcare.com.

Doing the right thing while
serving the community.

Code of Conduct

At Kern Health Systems (KHS), compliance and ethical conduct mean doing the right thing while serving the community. The Code of Conduct is a valuable guide to help us choose wisely when faced with an ethical dilemma. All employees including members of the KHS Board of Directors are required to perform consistently with the Code.

These three fundamental values: TRUST, INTEGRITY, and RESPECT, remind us that preserving an ethical workplace is critical to our long-term success as an organization. The Code articulates the standards of behavior that each one of us is expected to observe while performing our jobs, as well as our commitment to complying with all regulatory requirements, state, and federal laws.

As employees, we are all required to ensure compliance and report any potential issues, ethical concerns, or violations of this Code of Conduct in accordance with policies and procedures. For additional information please refer to the Compliance Program Description, Compliance Guide, Employee Handbook, and Policies and Procedures located on the KHS Intranet website.

Thank you for reading and adhering to the KHS Code of Conduct.

Emily Duran
Chief Executive Officer



Our Mission:

Kern Health Systems is dedicated to improving the health status of our members through an integrated managed health care delivery system.

When you hear

Code of Conduct

think



3

1

TRUST

Trust is gained by treating others with integrity and respect.

2

RESPECT

Treat employees and the public with dignity and respect.

3

INTEGRITY

Be open, honest, and ethical in all of our dealings.

The Code of Conduct is a cornerstone of the Kern Health Systems Compliance Program and articulates the standards of behavior that each one of us is expected to observe while performing our jobs.

KHS employees are expected to comply with the Code, the KHS Compliance Program, and all governing laws, regulations, and requirements.

1 Trust

Gain trust by treating others with integrity & respect.

MAKE ETHICAL DECISIONS

- Follow KHS policies.
- Talk to your peers, manager, or other KHS management.
- Use the Headline Test, see page 8.

COOPERATE WITH INVESTIGATIONS

- Cooperate with all internal investigations and audits.
- Be truthful when responding to an investigation or audit.
- Never alter or destroy records in response to an investigation or audit.

TAKE ACTION ON NON-COMPLIANCE OR MISCONDUCT

- Advocate KHS values without concern for retaliation.
- Report any alleged non-compliance or misconduct immediately using our OPEN DOOR POLICY. If this does not seem appropriate, go to another member of management, Compliance, Human Resources, or report through our Ethics Hotline: 1-833-607-6589.

REMEMBER: Compliance is everyone's responsibility

2 Respect

Treat employees and the public with dignity, thoughtfulness, and value.

TREAT OTHERS WITH RESPECT

- Be open and honest with one another.
- Do not discriminate on the basis of race, color, religion, gender, sexual orientation, gender identity or expression of national origin, disability, age, covered veteran status, or any other characteristic protected by law.

PROTECT HEALTH INFORMATION

- Secure confidential patient information.
- Only disclose PHI in accordance with state and federal regulations.

HARASSMENT-FREE ENVIRONMENT

- Encourage a harassment-free work environment.
- Refuse to accept or tolerate sexual harassment, including unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical conduct of a sexual nature.

3 Integrity

Be open, honest, and ethical in all of our dealings.

ASSETS

- Do not allow others, including friends and family, to use KHS resources.
- Do not use KHS equipment or systems to violate the law or create, store, or send offensive content.
- Avoid any usage that might lead to loss or damage, including the introduction of viruses or a breach of KHS IT security.

CONFLICTS OF INTEREST

- Make decisions in the best interest of KHS' mission.
- Avoid situations that create or appear to create a conflict between personal interests and the interests of KHS.
- Accepting outside employment requires approval from management.

ACCURATE BUSINESS RECORDS

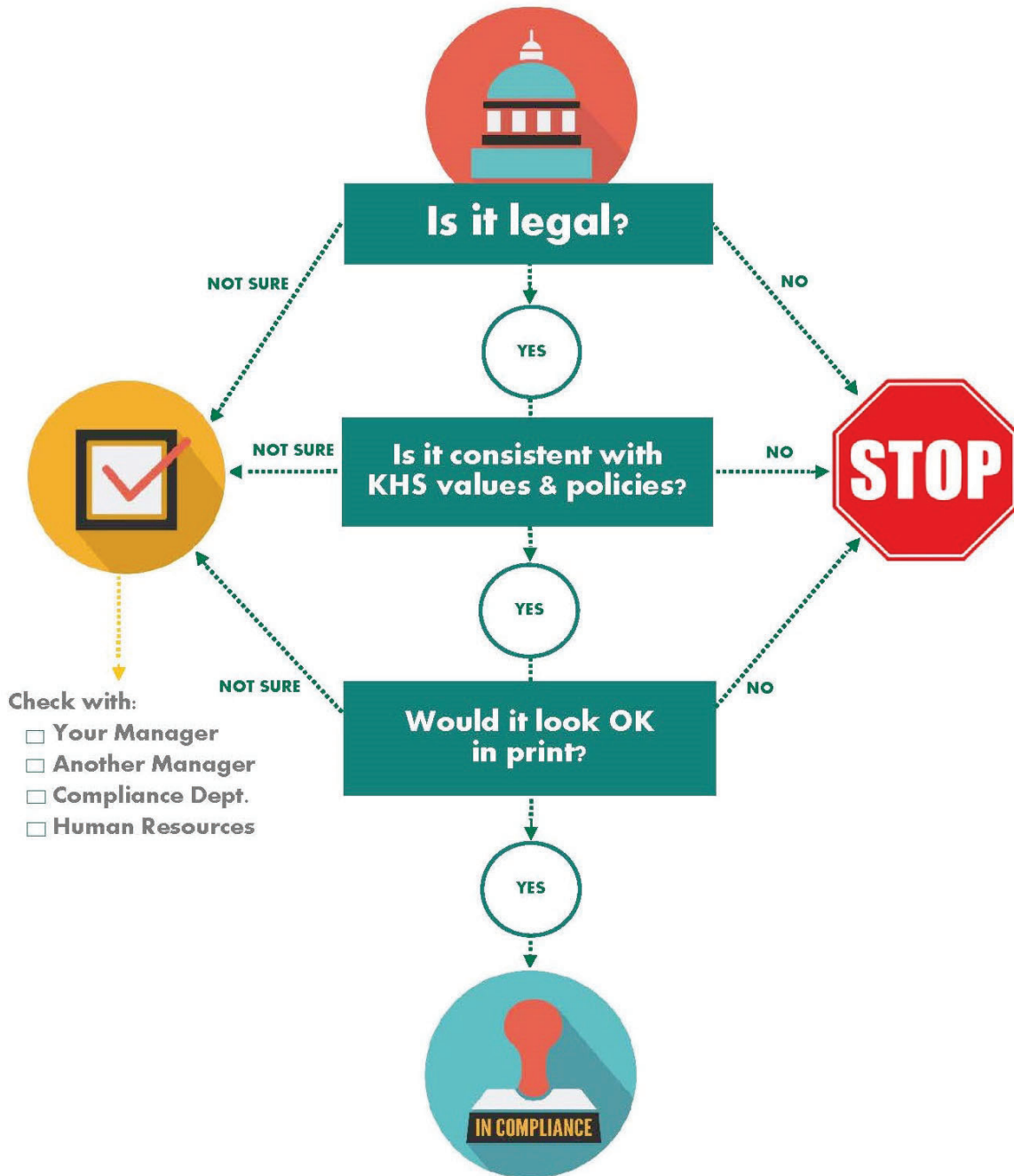
- Email and other electronic communications may be business records; avoid exaggeration, derogatory language, and other expressions that could be taken out of context.
- Retain, protect, and dispose of records according to policy.

GIFTS

- Do not solicit gifts, favors, or entertainment.
- Report gifts from outside vendors or providers for values greater than \$150.

The Headline Test

Use the Headline Test below when faced with an ethical dilemma.



Ask yourself if what you said, did, or didn't say or didn't do became a headline on the front page of the newspaper- would you be embarrassed or proud?

THANK YOU

Thank you for carefully reading
the KHS Code of Conduct and
supporting our culture of
compliance!



**KERN HEALTH
SYSTEMS**