

ETHICAL RULES

FOR THE EMPLOYEES OF UNIVERSITY MEDICAL CENTRE LJUBLJANA

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UNIVERSITY MEDICAL CENTRE LJUBLJANA

Ethical rules for the employees of University Medical Centre Ljubljana

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INTRODUCTION

The employees of the University Medical Centre Ljubljana (UKCL) make decisions that affect the reputation, operations and integrity of our institution. As employees we have to act professionally, according to legislation, and codes of professional ethics and its rules. All of the employees, no matter what kind of work they perform, are the ambassadors of the institution. Employees are people who work in the institution on the basis of a contract of employment or any other legal basis, and people who work there as part of their training.

The code of conduct should guide employees in determining how to handle relations with colleagues, patients and other users of the institution's services, business partners and other people they meet during their work in the institution. If in the individual life situations the code rules do not provide the appropriate answer regarding ethical conduct, employees should act at their own discretion and conscience, based on what is right and appropriate in a given situation.

Even greater responsibility lies with executive workers or supervisors, who should serve as an example to their employees. In addition, heads of individual organisational units and business areas are obliged to make sure that the rules, written in the code of conduct, are implemented in practice. This means that they have to ensure that employees are aware of and understand the rules.

The present code of ethics focuses primarily on ethical rules in connection to the institution's business operations and employees. Ethical rules regarding relations between a health worker and a patient are written in the peer codes of ethics for health workers.

The graphic design of the document is based on a tree, the key part of which are people. It symbolises the importance that people (employees) have for the growth and development of any organisation. In many cultures a tree symbolizes life and growth. Life, its conservation and preservation of health are also the key activities of the UKC Ljubljana, whose staff will, in full compliance with the rules, constructively contribute to the growth and development of the organization.



DISCRIMINATION

In UKCL we treat each individual with respect and dignity.

They are treated fairly, regardless of their gender, age, education, ethnicity, race, ethical origin, language, religion, sexual orientation, health condition, disability, financial status, social status or any other personal circumstance.

RELATIONS BETWEEN EMPLOYEES

employees are friendly and honest in relation to their colleagues, and aim for good relationships in the work environment. The employees do not abuse their rights and do not interfere with the rights of others.

They appreciate the work of their colleagues, look forward to their success and congratulate them for it. Opinions of colleagues, especially negative, are not expressed in the presence of patients, staff members and general public, but only during meeting, convened for this purpose. They strive to promptly resolve potential conflicts with co-workers, considering their pro-

fessional and life experiences, and qualifications. They help them in addressing their ethical dilemmas and deciding on ethical decisions. They strive for a friendly and non-violent work environment. They do not withhold assistance to a colleague if they are asked for it. When communicating within the execution of their tasks they do not use vulgar expressions or ways of expression, which are not in accordance with general social norms. They avoid any slander, defamation and negative rumours. They warn co-workers in an appropriate manner of any possible violation of the code of conduct on their part. They share their expertise and experiences with co-workers and trainees. Any employee, who detects a deviation during the working process, is required to report it using the Deviation Management System and, when invited, participate in the analysis and implementation of corrective actions.

Supervisors treat their employees with respect, honesty and fairness, and promote culture of safety. They show and express the correctness of conduct by their own example. They motivate their employees with praise to perform their duties.



JOB INTERVIEW AND THE RIGHT TO PRIVACY

In direct talks with candidates for employment the following rules apply:

- The candidates are not asked about personal relationships, political affiliation, sexual orientation, religion, questions regarding their family situation, including children, pregnancy, etc. Candidates are not to be asked about their health, unless it is relevant to their safety, or if required by applicable regulations.
- A candidate undergoes a medical examination, determined by law. Medical examinations should not give rise to discrimination. The UKCL has the right to give employment to the person who meets all the medical requirements, provided by the law or required by the institution.
- Entering the personal data of employees is carried out with due care. If the data has to be entered and documented, it needs to be kept securely and in accordance with the law. Sub-

mitting personal data to other parties is subjected to restrictions in accordance with the law. Employees have the right to have access to information about themselves.

CONFLICT OF INTERESTS

Conflict of interests would arise if employees' own personal interests would come before their obligations and responsibilities they have to the UKCL, which should always come first.

- When resolving conflict of interests it is essential for an employee to inform their direct supervisor of any existing or potential conflict of interests, so that the supervisor can decide whether the obligation is incompatible with duties of the UKCL employee or not. If the employee is in doubt about a possible conflict of interests, they should consult with their supervisor or report their dilemma via the link below: integriteta@kclj.si.
- The employee should not exploit their position at UKCL or the name of UKCL for any personal gain.
- The employee has to comply with the rules and regulations



regarding granting of approvals for any work outside of UKCL, such as, for instance, that they may not perform activities for other organisations, if these activities are contrary to their obligations at UKCL, or if the other organisation is engaged in competitive activity, and as a result UKCL would suffer commercial and business damage.

- The employee may not work for the organisation of suppliers to the UKCL and may not have a significant interest in such an organisation.
- The employee should not affect the selection process, if their family member, friend or acquaintance is the candidate for the job at UKCL, or assist them in obtaining contracts for supply or other financial arrangements of which UKCL is part of.
- Donations or sponsorships received, by example, for education, etc., may not be a pretext for bribery and should not lead to conflict of interest.

Supervisor:

- has to ensure that their decisions concerning the possible conflict of interests of their subordinates are documented in writing;
- is as a rule avoiding to install the employees in a way that one

of the spouses or life partners is superior or subordinate to the other spouse or life partner. Also, spouses or life partners should not work in the same department, since this could lead to unnecessary conflicts in the workplace.

GIFTS

A gift is a thing, right or service that can be financially assessed.

Gifts or services, obtained in connection to the work and performance in the UKCL, are not allowed to be received personally or by family members.

From patients or their family members, or from their suppliers, the employee is allowed to accept only gifts of symbolic value*, which neither morally nor legally bind the employee of UKCL.

In case a gift is received by mail, via another person, etc., the employee is entitled to consult their superior regarding how to proceed.

*Regulation on restrictions and duties of public officials in relation to accepting gifts: www.dc.gov.si/



fileadmin/d..gov.si/.../Uredba_o_omejitvah.pdf

Employee should not:

- accept money, securities such as stocks and shares, or precious metals;
- accept gifts, tourist travel or any other form of benefits in connection to negotiations with existing or potential suppliers, nor for themselves nor for their loved ones;
- If a natural or legal person wishes to donate funds to the UKCL, it is necessary to start a process in accordance with the rules and regulations of the UKCL (the form for donating funds).

INFORMATION AND TRANSPARENCY

Regarding information and informing both inside and outside of the UKCL, honesty, fairness, openness, proactive behaviour, timeliness and professionalism are very important factors.

- Open and honest communication contributes to good relations within the UKCL, and between the UKCL and public.
- Rules and regulations on ways of communicating with and informing the public should be considered.

Supervisor should talk to the staff about possible problems in the workplace, solve existing problems and, with discretion, notify their superiors.

HEALTHY WORK ENVIRONMENT

UKCL seeks to ensure a healthy and working environment.

- Employees follow the guide for personal neatness (ND UKCL 004).
- Employees consistently respect the UKCL safety recommendations.
- It is mandatory for employees to follow the rules and regulations regarding the use of personal protective equipment, medical equipment and devices.
- During working hours or prior to the commencement of work it is prohibited to consume intoxicating substances, perform work under the influence of in-



toxicating substances, or encourage others to consume intoxicating substances.

- Compliance with the rules and regulations regarding smoking is mandatory. Smoking is not allowed on the premises of the UKCL, except in designated areas.

If there is a reasonable doubt that consumption of intoxicating substances resulted in deterioration or neglect of the working environment or safety, UKCL reserves the right for an authorised person to carry out an investigation and the necessary tests.

ELECTRONIC MEANS OF COMMUNICATION

UKCL provides employees with an electronic means of communication for their work purposes. Private and personal use of computers and telephones is permitted in case of emergency and if this does not affect the employees' work.

Employees treat all information obtained or learned during working hours with the necessary confidentiality. The same applies to all the documents, while special attention is paid to the protection of personal data.

- Means of communication are used only for permitted purposes and in accordance with their normal usage.
- Work phones (UKCL is paying for the employees' telephone bills) are not permitted to be used for donations and payment of personal services.
- Means of communication that are the property of UKCL are not permitted to be used for private business operations or personal needs.
- Means of communication that are the property of UKCL are not permitted to be used for offensive or violent communication, or for communication that violates copyrights, trademark rights, and people's rights to privacy.
- It is not permitted to spread any kind of information that creates a hostile atmosphere or unproductive work environment.
- It is not permitted to send chain letters, computer viruses and other material that could cause inconvenience or extra costs.
- Each employee has to protect details (passwords, etc.), which enable access to the UKCL systems.



- In case of suspicion that data or system security has been compromised (eg. due to a virus), the employee has to notify the UKCL Information Centre immediately.
- Mobile phones or other means of telecommunication are used for personal use during working hours only in emergency cases and in a manner that does not interfere with the work process.

PERSON OF RESPONSIBILITY (Supervisor)

The conduct of a person of responsibility serves as an example to other colleagues. When making decisions, they make sure they are not discriminatory. They motivate their employees with praise to perform their duties. Among their subordinates they promote values of respect and rejection of bad habits and addictions. They detect and draw attention to administrative errors (eg. errors that occur when recording employees' work).

The person of responsibility promptly resolves any conflict situations among employees and keeps away from vengeful behaviour towards their subordinates. They do not displace their responsibilities regarding good relationships within the organisational unit onto others.

The person of responsibility obtains confidence of their subordinates with dialogue and openness to fellow humans, with tolerance and understanding of diversity.

INSTITUTION POLICY

UKCL puts health services above all others. Potential different political views should not affect the quality of work of individuals or the entire institution, nor the cooperation among colleagues, etc. Material resources, premises, e-mail addresses that are a property of UKCL are not permitted to be used for sharing personal political views or for participation in activities of political parties. Employment at UKCL should not be used for personal, ideological, political or religious propaganda or similar operations.



CONSULTATION IN THE EVENT OF AN ETHICAL DILEMMA

If an employee has a question regarding clinical ethics and bioethics, they are welcome to consult the UKCL's Commission for medical ethics (their procedure manual is available on the intranet). For ethical dilemmas from other areas employees should send their suggestions regarding helpful additions to be made to the next edition of the code of conduct to the following e-mail address: integriteta@kclj.si.

REPORTING ON VIOLATION OF RULES

It is important for UKCL that all the employees respect its ethical rules and regulations. Therefore it is the employees' duty to report any kind of violation that they notice. This means that they are obliged to take action if they notice anything that is not in accordance with the ethical rules and could damage the reputation of UKCL. In such a situation they should immediately contact their supervisor or report the deviation in accordance with the instructions for reporting any possible deviations (available at <http://10.1.4.9/~tranet/odklon/>).

Notifications and reports are treated as strictly confidential. UKC Ljubljana prohibits any action against anyone who in good faith points out any irregularities. If necessary, an anonymous check-in or message is also possible.

In case of malicious and false reporting disciplinary actions will follow.*



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