REDEEMERS HEALTH VILLAGE

Human Resources Department

CODE OF PROFESSIONAL CONDUCT

Policy Code: HR-POL-028

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Date Approved:	—		

Relevant Standards

- Labour Act of Nigeria (Cap L1 LFN 2004)
- Medical and Dental Council of Nigeria (MDCN) Code of Medical Ethics
- Nursing and Midwifery Council of Nigeria (NMCN) Code of Conduct
- Pharmacists Council of Nigeria (PCN) Code of Ethics
- Nigeria Data Protection Act (NDPA) 2023
- RHV Mission, Vision and Core Values
- All referenced RHV HR Policies (HR-POL series)

Amendment History

Issue	Status	Date	Reason for Change	Authorised
1	Draft	April 28, 2026	New Policy — Board Submission	CHRO
2				
3				

1. Introduction and Purpose

Redeemers Health Village (RHV) was established to provide exceptional, compassionate, and faith-informed healthcare to every patient who passes through our doors. The standard of care we deliver and the trust our patients place in us depends entirely on the character, professionalism, and integrity of our people.

This Code of Professional Conduct (the 'Code') defines the standards of behaviour, conduct, and professional practice that RHV expects of every person associated with our institution. It is not an exhaustive list of rules; it is a statement of who we are and how we conduct ourselves. When in doubt about any course of action, the test is simple: would you be comfortable if a patient, a colleague, RHV's leadership, or your own family could see exactly what you are doing and why? If yes, proceed. If not, stop.

All employees must read, understand, sign, and actively uphold this Code from their first day at RHV. Non-compliance is addressed in accordance with the RHV Disciplinary Action Policy (HR-POL-005).

2. Scope

This Code applies to all employees (full-time, part-time, temporary, contract, locum), volunteers, students, and contractors while engaged with RHV, on or off RHV premises, and including conduct in digital and online spaces that reflects on RHV or affects RHV stakeholders.

3. RHV's Core Values

All conduct at RHV is anchored in our core institutional values:

- **Faith In God**
  This value permeates all aspects of our services, recognizing God as the ultimate source of healing, hope, and compassion. It inspires a spirit of service rooted in the belief in the inherent dignity of every individual as created in God's image.
- **P – Professionalism**
  Excellence in every role, from the bedside to the back office.
  This value emphasizes the commitment of all staff to the highest standards of competence, skill, and ethical conduct in their respective roles. It encompasses continuous learning, adherence to best practices, and a respectful and courteous demeanor towards patients, colleagues, and the community.
- **E – Evidence-Based**
  This value underscores the commitment to providing care that is informed by the best available scientific research, clinical expertise, and patient values. It involves staying current with medical advancements, critically evaluating information, and implementing practices that have demonstrated positive outcomes.
- **I – Integrity**
  This value signifies a steadfast commitment to honesty, transparency, and ethical behavior in all interactions and decisions. It encompasses financial accountability, truthfulness in communication, fairness in treatment, and upholding the trust placed in the Hospital by patients, families, and the community. Our word is our bond, our service a sacred trust

4. Standards of Professional Conduct

4.1 Patient-Centred Care

The patient is the centre of everything we do at RHV. Every employee, clinical or non-clinical contributes directly or indirectly to the patient's experience. All staff are required to:

- Treat every patient with dignity, respect, kindness, and without discrimination on any grounds.
- Ensure patient comfort, privacy, and safety are protected at all times.
- Communicate clearly, honestly, and compassionately with patients and their families.
- Never make derogatory, dismissive, or disrespectful remarks about a patient in their presence, to colleagues, or in any other context.

- Always introduce yourself by name and role to patients and their families.
- Never abandon a patient in a situation of clinical need.

4.2 Patient Confidentiality

Patient information, medical, personal, financial, or otherwise is among the most sensitive information in existence. All staff are required to:

- Treat all patient information as strictly confidential, at all times and in all contexts.
- Access, use, and share patient information only to the extent required for their direct care or legitimate institutional purposes.
- Never discuss patient information in public spaces, corridors, lifts, or with individuals who have no legitimate need to know.
- Never share patient information on social media, messaging platforms, or through any digital channel including sharing images, audio, or identifiable details.
- Comply fully with the Nigeria Data Protection Act 2023 in the handling of all personal and health data.
- Immediately report any suspected breach of patient confidentiality to the Head of Department and HR.

4.3 Professionalism and Workplace Conduct

RHV employees represent our institution in every interaction. The following standards apply at all times:

- Arrive on time for every shift or scheduled duty and fulfil all assigned responsibilities with diligence.
- Maintain a professional, courteous, and respectful manner in all interactions with patients, families, colleagues, and visitors.
- Dress in accordance with the RHV Uniform and Dress Code Policy at all times while on duty.
- Wear your RHV ID badge visibly at all times on duty.
- Refrain from using personal mobile phones for non-emergency personal calls or social media during working hours, except in designated break periods.
- Never report for duty under the influence of alcohol, illicit substances, or any substance that impairs clinical or professional judgement.
- Inform your line manager promptly if you are taking any medication that may affect your ability to work safely.
- Maintain the cleanliness, order, and professional appearance of all work areas.

4.4 Clinical and Professional Competence

Every clinical employee bears personal and professional responsibility for the standard of care they provide. All clinical staff must:

- Practise only within the boundaries of their professional competence, qualifications, and current registration.
- Maintain full, current registration with the relevant Nigerian regulatory body (MDCN, NMCN, PCN, MLSCN, etc.) at all times. Lapse of registration must be immediately disclosed to the Head of Department and HR.
- Participate actively in mandatory training, continuing professional development (CPD), and all competency assessments required by RHV and their regulatory body.
- Follow established evidence-based clinical protocols, infection prevention and control procedures, and safe medication practices.
- Promptly escalate any clinical concern, patient deterioration, or safety risk to the appropriate senior clinician.
- Never undertake a procedure, clinical intervention, or prescribing decision for which they are not trained, authorised, or competent.

4.5 Relationships with Colleagues

RHV is a community of professionals working toward a shared mission. All staff are required to:

- Treat every colleague regardless of grade, role, department, or background with respect, courtesy, and fairness.
- Actively support a culture of psychological safety, where team members feel able to raise concerns, ask questions, or admit errors without fear of ridicule or retaliation.
- Mentor, guide, and support junior colleagues and students in a manner that is constructive, professional, and consistent with RHV's values.
- Never engage in, facilitate, or tolerate harassment, bullying, discrimination, or victimisation of any kind. Refer to the RHV Harassment and Bullying Policy (HR-POL-006).
- Manage interpersonal conflicts constructively, and seek HR support where a conflict cannot be resolved informally.

4.6 Integrity and Honesty

Personal and institutional integrity is non-negotiable at RHV. All employees must:

- Be truthful in all communications, verbal, written, or electronic with patients, colleagues, management, and external parties.
- Never falsify, alter, fabricate, or omit material information in any medical, clinical, HR, financial, or administrative record.
- Declare any error, near-miss, or adverse event promptly and honestly through the appropriate reporting channel, without seeking to conceal or minimise it.
- Never claim qualifications, experience, or professional registration that they do not possess.
- Comply fully with RHV's Conflict of Interest Policy and Anti-Corruption and Anti-Bribery Policy

4.7 Use of RHV Resources

All RHV resources including time, equipment, premises, medications, consumables, financial resources, data, and intellectual property are institutional assets to be used exclusively for authorised RHV purposes. Employees must:

- Use RHV resources only for legitimate, authorised work purposes.
- Not remove, misappropriate, misuse, or damage any RHV property.
- Operate all equipment only within the scope of their training and authorisation.
- Report damage to equipment or property immediately, in accordance with HR-POL-020.
- Not use RHV's name, reputation, or brand for any personal or external purpose without written management approval.

4.8 Social Media and Digital Communication

Employees' online conduct reflects on RHV, even outside working hours. All staff must:

- Never post, share, or comment on any patient information, clinical case, or identifiable hospital image on any social media platform or messaging channel.
- Not post content that brings RHV, its management, its staff, or its patients into disrepute.
- Not represent personal opinions as those of RHV in any public or online forum.
- Exercise professional judgment at all times in digital communications, recognising that content shared online may be permanent, public, and uncontrollable.
- Immediately report to HR any situation where RHV or patient information has been shared online inappropriately, whether by themselves or a colleague.

4.9 Health and Safety

Every employee is personally responsible for contributing to a safe working environment. All staff must:

- Comply fully with the RHV Health and Safety Policy and all applicable infection prevention and control protocols.

- Report all workplace accidents, near-misses, and safety hazards immediately through the designated reporting channel.
- Not wilfully endanger themselves, a patient, a colleague, or a visitor.
- Complete all mandatory health and safety training within the required timeframe.

4.10 Reporting Concerns

Every employee has a professional, institutional, and in many cases legal obligation to report concerns about patient safety, professional conduct, or institutional wrongdoing. Staff must:

- Report immediately any concern about patient safety or clinical risk to the relevant clinical lead or manager.
- Report concerns about colleague conduct, misconduct, or professional impairment through the HR Department or the RHV Whistleblowing channel.
- Never remain silent in the face of a known or suspected risk to a patient or to the institution out of misplaced loyalty to a colleague or fear of consequence.

5. Standards Specific to Management and Leadership

Employees in management, supervisory, and leadership roles carry additional responsibilities:

- Model this Code in every aspect of your conduct, your team's behaviour will largely reflect yours.
- Create and protect an environment where team members can raise concerns, admit errors, and ask for help without fear.
- Never use your authority to intimidate, silence, manipulate, or retaliate against a subordinate.
- Make all people-management decisions including recruitment, performance assessment, leave, rostering, and disciplinary matters on objective, fair, and documented grounds.
- Escalate all concerns about patient safety, staff welfare, or institutional risk to the appropriate level without delay.

6. Consequences of Non-Compliance

Breach of this Code is a disciplinary matter. Depending on the nature and severity of the breach, the consequences may range from a formal warning to summary dismissal without notice, referral to the relevant professional regulatory body (MDCN, NMCN, PCN, etc.), and/or referral to law enforcement. Breaches involving patient safety or criminal conduct will be treated as gross misconduct. Refer to the RHV Disciplinary Action Policy (HR-POL-003) for the full disciplinary framework.

7. Acknowledgement

All employees are required to sign the RHV Code of Professional Conduct Acknowledgement Form provided by HR at the point of appointment, and re-signed annually thereafter confirming that they have read, understood, and commit to upholding this Code. Signed acknowledgement forms are retained in the employee's personnel file.

8. Monitoring and Review

This Code is reviewed annually by the CHRO in consultation with clinical leadership and Executive Management, and approved by the Board. All material updates are communicated to staff and acknowledged in writing.