Introduction

1. Do the Right Thing
No set of rules or policies can provide answers to every scenario, so use the five guiding principles to assist you with decision making.

1. Improve Our Members’ Health and the Nation’s Health Care
2. Excel and Innovate in Our Professions
3. Respect Members, Patients, Customers, and One Another

Preserve the Trust of Our Members, Patients, and Customers

2. Respect Confidentiality, Privacy, and Security
Keep member and patient information confidential and secure, to preserve the trust of our members and patients, provide quality health care, and be compliant with laws and Kaiser Permanente policies. Protect information by safeguarding passwords, using only what you need to know and storing it securely.

3. Focus Resources on Member and Patient Care
We all have a role to control fraud, waste, and abuse to help us provide affordable health care and protect our members. You must not participate in fraudulent activities, and report potential fraud if you become aware of it.

4. Support Community Involvement
Improving the health of the communities we serve is part of our mission, so your involvement in the community is encouraged. Be sure to discuss your community or government involvement with your chief or immediate supervisor to avoid any potential conflicts of interest.

5. Protect Our Assets and Information
Kaiser Permanente assets are to be used only for health care and business purposes. Safeguard confidential information, use funds and resources appropriately, and ensure business records are maintained per Kaiser Permanente policies.

6. Protect Our Reputation
Marketing and communications to the public can only be carried out by authorized individuals. If you participate in social media that mentions KP, inform your supervisor and public relations staff.

Help Make Kaiser Permanente a Best Place to Work

7. Treat One Another with Dignity and Respect
Kaiser Permanente values workforce, member, and patient diversity. We do not tolerate retaliation or harassment that violate Kaiser Permanente policies. And, we keep our workplace safe by reporting work-related injuries and environmental hazards.

Make Objective and Fair Decisions

8. Avoid Conflicts of Interest
Conflicts of interest occur anytime your personal interests or relationships might or may be perceived to impair your ability to make good decisions for Kaiser Permanente. Refer to this section in the Principles of Responsibility for guidance on gifts, vendor relationships, and family and personal interests.

9. Meet Government Expectations and Cooperate With Government Inquiries
Inform your chief, supervisor, or compliance officer when a government official contacts you.

Know How to Get Help

10. Speak Up if You Have Any Questions or Concerns
Report potential compliance issues to or discuss questions with your chief, supervisor, HR, compliance officer, union representative, or the Compliance Hotline at 1-888-774-9100. It is Kaiser Permanente policy that allegations made in good faith will not be responded to with retaliation or harassment.

Read the Principles of Responsibility online at kp.org/compliance > Employees & Physicians > Principles of Responsibility