

# Cordova Community Medical Center

## Code of Conduct

*At CCMC, we believe that healthy people create a healthy community*

**Our Mission:** As a partner in our community, Cordova Community Medical Center provides personalized service to support the health and well-being of all people through their journeys in life.

**Our Values:** Respect  
Integrity  
Stewardship  
Compassion  
Excellence

CCMC is dedicated to the highest level of professional and ethical standards in our service to the community. Staff and Administration work in partnership with one another, visiting specialists and their staffs, and other community providers, based on respect and the highest professional standards. Employees comply with all applicable federal and state laws and regulations in the course of carrying out CCMC's mission, act honestly and with integrity at all times, and provide the best possible care to all patients in a friendly, helpful, and compassionate manner.



### **CORDOVA COMMUNITY MEDICAL CENTER**

PO Box 160  
602 Chase Avenue  
Cordova, Alaska  
99574-0160

Phone: 907-424-8000  
Fax: 907-424-8116  
Compliance Hotline:  
907-424-7434

## **OUR PROMISE TO YOU:**

### **We Respect You:**

We provide high-quality healthcare that is timely and effective, without discrimination.

We will provide medically necessary health care services regardless of ability to pay.

We will keep you safe and keep your personal information confidential.

We will listen to you.

### **We Act With Integrity**

### **We Obey the Law:**

We employ only licensed providers approved by the Health Services Board.

We bill insurance claims accurately and timely.

We maintain accurate financial records.

We refer patients and accept referrals based solely on a patient's medical needs.

We do not violate Anti-Kickback or Antitrust laws.

We will cooperate fully with law enforcement and government investigations.

### **We Respect One Another:**

We safeguard our employee's personal information.

We foster an environment free of harassment or discrimination.

We provide a safe and healthy workplace for our employees and visitors.

We encourage our employees to work together as a team to maintain compliance.

## **IF YOU HAVE CONCERNS:**

**Our Compliance Program makes sure that we are doing business legally and doing our very best to eliminate any instances of fraud, waste, or abuse. Our Code of Conduct reflects the laws we uphold and our commitment to integrity and high ethical standards.**

If you suspect a violation of the Code of Conduct or an applicable law or regulation, you can report your concern using our confidential hotline or via our web site, [www.cdvcmc.com](http://www.cdvcmc.com). Every report is investigated, and we will correct any substantiated violations and take steps to prevent recurrences.

**CCMC Compliance Hotline: 907-424-7434**