



## **MED Code of Conduct**

The Code of Conduct for the U.S. Department of State Bureau of Medical Services (MED) reflects four fundamental principles: (1) responsibilities to patients; (2) respect for patients and colleagues; (3) adherence to established medical standards; and (4) an acknowledgement that medicine is an ever-evolving field that requires MED Medical Service Providers (MSPs) to stay current in their fields to ensure MED provides excellent patient care. MED expects all MSPs – including U.S. Direct Hires (domestic or abroad), Locally Employed Staff, contractors, Eligible Family Members, and Re-Employed Annuitants – to uphold the following principles:

1. Ensure all individuals with eligibility for the Department's Medical program can access timely care.
2. Provide health care with competence and compassion.
3. Treat patients and colleagues with dignity and respect.
4. Ensure that all encounters are conducted without discriminating based on age, sexual orientation, gender, race, ethnicity, national origin, language, disease, disability, or religion.
5. Do not engage in retaliation against colleagues or patients for any reason.
6. Make all reasonable attempts to respectfully provide care to each patient. If for any reason an MSP is unable to do so, ensure that the patient receives non-judgmental and prompt referral to another clinician or seek alternative options to ensure that patient autonomy is preserved.
7. Provide each patient with information needed to ensure considered decision-making about their health occurs. A patient's informed and voluntary consent should always be secured when possible before initiating a medical procedure.
8. Safeguard patient confidentiality, medical information, and privacy.
9. Report unintended events promptly, honestly, and thoroughly through appropriate channels.
10. Follow Department of State guidelines and policies with professionalism, honesty, and integrity. Report wrongdoing (including violations of this Code) to the appropriate authorities.
11. Commit to continued education and adaptation, fulfill educational and training requirements, seek out and apply the soundest medical guidance, and in situations of uncertainty, ask for help.