



*EMERGENCY MEDICAL SERVICES ADMINISTRATORS' ASSOCIATION*  
**Code of Professional Conduct**

Members of the Emergency Medical Services Administrators Association of California (EMSAAC) are expected to perform with a level of professionalism that goes beyond the general measure of personal conduct. As EMS administrators, we have certain ethical responsibilities to our peers, constituents, and the public as a whole. Those responsibilities include at a minimum; civility, professional integrity, personal dignity, candor, diligence, respect, courtesy, cooperation, and competence. To make this level of professionalism a standard of practice, this Code of Professional Conduct has been adopted by EMSAAC to apply to all association members, both active and associate.

**I. RESPONSIBILITIES TO THE PUBLIC**

Members should maintain a strong devotion to public service, and the advancement of quality EMS systems.

Members should continually serve as an advocate for the EMS patient, and the public in general.

Members should refrain from engaging in conduct that exhibits bias against a person, or groups of persons on account of race, color, religion, sex, national origin, sexual orientation, or disability.

**II. RESPONSIBILITIES TO SERVICE PROVIDERS**

Members should collaborate with public and private EMS service providers to ensure the provision and coordination of quality EMS services.

**III. GENERAL RESPONSIBILITIES AND ACCOUNTABILITY**

Members should ensure that peers, constituents and the public are dealt with in an honest and truthful manner.

Members have a responsibility to ensure that policy makers, department heads, and governing bodies are honestly and accurately informed of the status of the EMS system and its ability to ensure the public's health and safety.

Members should not participate in, or attempt to conceal misconduct of a colleague, or attempt to discourage anyone from disclosing information about situations which may be illegal or harmful to the public.

Members should refuse to participate in unethical activities, or to allow personal interests, such as economic gain, recognition, power or promotion to influence their decisions or advice.

Members are encouraged to continually improve their competence as administrators through membership in professional organizations, continuing education and professional development programs.

Members should refrain from activities that may impair their professional judgment and ability to act competently.

Members should avoid the appearance of impropriety or bias in relationships with peers, constituents, other members, and elected or appointed officials.

#### **IV. CONFIDENTIALITY**

Members should handle all matters with respect for the individual rights of privacy. Where conflicts of interest arise, the ultimate obligation is to the public that we serve.

Members must respect confidentiality and privacy of patient information and an individual's medical care unless transmitting such information is authorized and/or required by law.

#### **V. NEGOTIATIONS AND BUSINESS TRANSACTIONS**

Members should ensure that all business transactions are negotiated, documented, and consummated with integrity and in a manner which best serves the public interest.

Members should not take unfair advantage of other parties when engaged in business transactions.

#### **VI. WRITTEN AND ORAL COMMUNICATION**

When communicating with peers, constituents or the public, members should conduct themselves in a manner respectful of patients, the public, prehospital care providers, public safety and health care professionals.

Members should not make statements which are false, misleading, or which exaggerate.