



# Code of Conduct and Ethics Policy

Version Number	Update Details	Person Responsible	Date	Policy Number
1.0	Policy Update	Kevin Flynn	02/04/2026	MEDCOCEP01
Review Date:	02/04/2027			

*This policy is reviewed annually or when there are significant changes in legislation or accreditation requirements*

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## 1.0 Introduction

Medicall recognises that the Code of Conduct for an ambulance service must bridge the gap between Clinical intervention and Accountability for Service Delivery. This policy aligns with the Pre-Hospital Emergency Care Council (PHECC) standards and Medicall's Standards of Behaviour.

## 2.0 Core Values and Principles

Medicall operates on the foundational pillars of Care, Compassion, Trust, and Learning.

- Patient First: The welfare of the patient is always the primary concern.
- Integrity: Medicall Practitioners must maintain the highest standards of care and act in a way that enhances public trust.
- Professionalism: Practitioners must adhere to the PHECC Code of Professional Conduct, which includes maintaining high standards of accountability.

### 2.1 Clinical & Professional Standards

Scope of Practice: Medicall Practitioners must only practice in accordance with their status on the PHECC Register and the Clinical Practice Guidelines (CPGs) they are privileged to use.

Duty of Care & Consent:

- Identify yourself to patients by name.
- Seek verbal consent before interventions where practicable.
- In life-threatening emergencies where consent cannot be obtained, act in the patient's best interest.

Continuing Competence: Practitioners are responsible for keeping their professional knowledge and skills up to date.

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## 2.2 Workplace Conduct & Dignity

- Dignity at Work: Medically strictly adhere to the principles of providing Dignity at Work Policy, ensuring an environment free from bullying, harassment, and discrimination.
- Equality: Treat all individuals with respect regardless of age, gender, race, religion, sexual orientation, or membership of the Traveller community.
- Teamwork: Engage cooperatively with colleagues and other emergency services to ensure continuity of care.

## 2.3 Confidentiality & Documentation

- Patient Privacy: Maintain strict professional confidentiality regarding all information acquired during duty.
- Record Keeping: Clinical records, including [Patient Care Reports \(PCRs\)](#), must be clear, objective, accurate, and timely.
- Social media: Use web-based platforms responsibly, adopting the same professional standards as in-person interactions.

## 2.4 Safety & Fitness to Practice

- Risk Management: Identify and control risks to patients, yourself, and the healthcare team.
- Fitness to Practise:
  - Address personal health issues that may impair judgment or performance.
  - The use of substances that impair fitness to practise is strictly prohibited.
- Disclosure: Employees must inform the relevant Registration Board within 7 days of any criminal convictions or cautions.

### 3.0 Compliance & Enforcement

Failure to comply with this Code may constitute professional misconduct and lead to disciplinary action, up to and including dismissal, or a formal Fitness to Practise investigation by PHECC or CORU.