Dear Colleagues,

As our System continues to grow and evolve in an environment of dramatic change, we look for ways to strengthen our core and unite us in our mission. One such effort is the Baylor Scott & White Code of Conduct. When we are united in mission, believe in the vision and share core values, we can revolutionize healthcare.

Our Code of Conduct is who we are and what we stand for. It offers guidance in how we care for those who put their faith in us, and sets standards for the way we conduct business and how we treat each other. As you read it, keep the following in mind:

**How you act matters.** To those we serve and to our business partners, you are Baylor Scott & White. We earn our reputation by putting patients first and staying true to our mission and values.

**We hold ourselves to a higher standard.** For more than a century, we’ve been a trusted partner in communities across Texas.

**The Code of Conduct is more than words on paper.** It lives through you and your actions. Each day brings its own challenges. The pages that follow will guide you in making the right choices. No matter your role, this document is written for you. I encourage you to use it as a resource.

**We are in this together.** Our ethics and integrity set us apart. All of us — board, leadership, physicians, employees, volunteers and vendors — are accountable. Attesting to the Code of Conduct is a commitment to be taken seriously.

Thank you for setting the example it takes to maintain Baylor Scott & White’s legacy.

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James H. Hinton  
President and Chief Executive Officer  
Baylor Scott & White Health
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Introduction

Every day, the decisions and the actions made by each individual working with or on behalf of Baylor Scott & White Health and its controlled affiliates (collectively, BSWH System) create and sustain Baylor Scott & White Health's image and reputation. Our actions, both individually and collectively, are watched closely by consumers, regulators, and the public at large. Each person's behavior on the job reflects his or her commitment to ethical, respectful and honorable behavior; to being honest and truthful in performing our work; to treating others with fairness, dignity and respect; and to doing the right thing.

The Baylor Scott & White Health Code of Conduct (the Code of Conduct) outlines the principles by which we carry out our daily work activities at BSWH System. The principles set forth in the Code of Conduct apply to all BSWH System trustees, officers, employees, physicians and advanced practice professionals and will be applied consistently at all levels of our organization. In addition, the Code of Conduct applies to contractors and anyone who works on behalf of BSWH System, as well as vendors, and anyone conducting business with BSWH System.

Baylor Scott & White Health has a comprehensive, values-based Compliance Program, which exists to help all BSWH System trustees, officers, employees, physicians and advanced practice professionals follow the applicable policies, procedures, laws and regulations. The Code of Conduct is the foundation of the Compliance Program because it sets the tone for our personal and business behavior. Because the Code of Conduct rests on our Mission, Vision and Values, it is an integral part of our daily activities and supports our more than 100 years of caring for our patients, our communities and each other. Continuing to uphold the Code of Conduct will preserve the integrity of Baylor Scott & White Health and the trust and confidence the public has placed in each of us.

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1 Advanced Practice Professional is defined as a licensed, certified non-physician health care provider who renders direct patient care and possesses delegated prescriptive authority, is credentialed and privileged, and whose services are billed as an independent billing provider, as recognized by Medicare and Medicaid, within the BSWH system.
Mission, Vision and Values

MISSION

Baylor Scott & White Health exists to serve all people by providing personalized health and wellness through exemplary care, education, and research as a Christian ministry of healing.

VISION

To be the most trusted name in giving and receiving safe, quality, compassionate health care.

VALUE STATEMENTS

Our values define our culture and should guide every conversation, decision and interaction we have with each other and with our patients and their loved ones.

INTEGRITY:
Living up to high ethical standards and showing respect for others

SERVANTHOOD:
Serving with an attitude of unselfish concern

TEAMWORK:
Valuing each other while encouraging individual contribution and accountability

EXCELLENCE:
Delivering high quality while striving for continuous improvement

INNOVATION:
Discovering new concepts and opportunities to advance our mission

 STEWARDSHIP:
Managing resources entrusted to us in a responsible manner

THE FOUR NON-NEGOTIABLES

1. Putting the patient first in everything we do
2. Staying true to our mission
3. Living our values
4. Doing the right thing for the right reason
STANDARD OF CONDUCT: Baylor Scott & White Health is committed to providing high quality care and services. Baylor Scott & White Health's first responsibility is to patients and their families. Baylor Scott & White Health provides care through the framework of STEEEP:

S - **Safe** care protects patients from harm.
T - **Timely** care is delivered promptly.
E - **Effective** care makes optimal use of resources to improve quality of life.
E - **Efficient** care maximizes utility and avoids waste.
E - **Equitable** care is consistent in quality and extended to all in need.
P - **Patient-centered** care respects and responds to patients' preferences, needs, and values.

► We are committed to providing high quality care and are encouraged to take an active role in continuous quality improvement with the ultimate goal of relieving suffering, restoring health and promoting wellness for our patients.

► We will communicate effectively and maintain positive relationships with patients, families, and customers, by explaining our role in their care and responding to each patient's clinical needs and requests in an open, honest, respectful manner.

► We will consider the safety and security of patients and staff in all our activities and address any outcome of care, including any unanticipated outcomes, by taking appropriate action and following the problem to resolution.

► We will require that admissions, transfers and discharges are medically appropriate and in accordance with all legal requirements. In the event of a medical emergency we will not consider a patient's ability to pay or current hospital fiscal conditions in discussions and decisions concerning admissions, transfers or discharges.

► We will provide patients with care only within the scope of clinical privileges granted to us by the appropriate BSWH System facility.
STANDARD OF CONDUCT: Baylor Scott & White Health is committed to providing considerate and respectful care, while protecting the rights of all patients. All patients have the right to privacy, safety, security and confidentiality as set forth in Baylor Scott & White Health’s patient rights brochures:

► We will respect the rights and human dignity of each patient.

► We will respond to patient questions, concerns, and needs in a timely and sensitive manner.

► We will provide care, treatment and services that safeguard the patient's personal dignity and demonstrate respect for cultural, psychosocial, spiritual and personal values and beliefs of each patient.

► We will include patients in clinical and ethical decisions about their care, treatment and services.

► We will honor the patient's visitation preferences and inform the patient if family or guest visitation must be restricted.

► We will create a patient care environment that is free from unlawful discrimination and harassment for any reason including race, ethnicity, color, national origin, religion, sex, disability, veteran status, age, genetic information, sexual orientation, gender identity, or any other protected characteristic under applicable law.

► We will protect the patient from real or perceived mental, physical, sexual or verbal abuse, neglect, or exploitation from anyone, including physicians, advanced practice professionals, staff, other patients, visitors or family members. We will immediately report any alleged abuse, neglect or exploitation to a supervisor.

► We will provide reasonable privacy to patients for interviews, examinations or procedures.

► We will accommodate, within reason and to the extent possible, a patient's request for a person of the same sex to perform an examination or procedure or provide a chaperone who is an authorized health professional.

► We will protect patients and respect their rights during research investigations and clinical trials involving human subjects.

► We will accept patient referrals and admissions based on the patient's clinical needs and our ability to render the needed services.
STANDARD OF CONDUCT: Baylor Scott & White Health is committed to protecting the privacy, security and confidentiality of all medical, financial, and business information that is generated during the normal course of health care business. Baylor Scott & White Health is committed to honoring each patient's right for Protected Health Information (PHI)\(^2\) to be kept confidential.

► We will maintain patient confidentiality as required by laws, regulations and BSWH System policy or Medical Staff Bylaws/Rules.

► We will not share confidential information\(^3\), whether medical, financial or business information, either during or after employment or association with BSWH System, except with permission from BSWH System and as authorized and required by laws, regulations and BSWH System policy or Medical Staff Bylaws/Rules.

► We will not, for personal gain or curiosity, even for personal family situations, use confidential information obtained by virtue of our position with BSWH System.

► We will treat as confidential all quality assurance, peer review and health care services review information in accordance with laws, regulations and BSWH System policy or Medical Staff Bylaws/Rules.

► We, along with physicians, business associates and third-party vendors, have the responsibility for protecting and maintaining confidentiality of PHI, including electronic forms, both during and after employment or association with BSWH System.

► We will limit conversations regarding patients to clinical settings or appropriate business related areas (i.e. nursing units, conference rooms) and use caution when discussing information over the telephone.

► Other than for treatment, we will only make the minimum necessary amount of PHI accessible when legitimate needs exist.

► We will honor and respect the privacy of patients and not reveal or discuss patient-related information except with health care personnel involved in their care, payors and others authorized to review patient information in the course of treatment, payment and/or health care operations.

► We will protect the individual's right to privacy and confidentiality regardless of the individual's identity.

► We will report violations or possible violations of patient privacy or security to our supervisor, any of the BSWH System Health Information Management departments, the Office of Corporate Compliance or to the Compliance HelpLine for investigation and appropriate follow-up actions.

\(^2\) Protected Health Information (PHI) — Information, including demographic data, that relates to an individual's past, present, or future physical or mental health or condition, or the provision of health care to the individual, or the past, present, or future payment for the provision of health care to the individual, and that identifies the individual, or for which there is a reasonable basis to believe can be used to identify the individual. Individually identifiable health information includes many common identifiers (e.g., name, address, birth date, social security number).

\(^3\) Employees’ terms and conditions of employment, such as wages, hours and benefits, are not considered confidential information unless so designated in a signed executive agreement.
Employee Relations and Professional Behavior

STANDARD OF CONDUCT: Baylor Scott & White Health's mission is accomplished through its people, a team that includes many diverse skills and competencies. Every member of the team is important. It is the responsibility of all those affiliated with Baylor Scott & White Health to maintain the mutual respect, understanding, trust and cooperation necessary for effective teamwork.

► We will treat everyone with fairness, dignity and respect.

► We will require that all employment actions be made without regard to race, ethnicity, color, national origin, religion, sex, disability, veteran status, age, genetic information, sexual orientation, gender identity, or any other protected characteristic under applicable law.

► We will strive to provide an environment for all individuals that is free from any form of verbal, physical, or sexual harassment or intimidation.

► We recognize that an environment free from disruptive or intimidating behavior fosters higher cooperation and an overall safer workplace. Employees and physicians will engage in behavior that is respectful of each other, and that professionalism from each member of the healthcare team will be on display at all times.

► We will not condone disruptive conduct (behavior which violates accepted rules of civil behavior and professional etiquette, or violates legal standards of conduct) or intimidating behavior (overt actions such as verbal outbursts and physical threats) and passive activities such as refusing to perform assigned tasks or exhibiting uncooperative attitudes during routine activities.

► We will honor mutual respect across all professional relationships and in each type of work environment and maintain the fairness, dignity, trust and cooperation necessary for effective teamwork.

► We will prohibit unauthorized sales for any type of product or service to anyone on BSWH System premises unless specifically authorized by BSWH System.

► We will not make any official comment on behalf of BSWH System and/or its personnel, clinical staff or facilities, whether on television, radio, newspapers, magazines, the Internet or in any other public forum, unless directed by Baylor Scott & White Health Media Relations.

► We will provide opportunities for professional and career growth for our staff to enhance professional satisfaction and pride of work.

► We will report to a supervisor or the Office of Corporate Compliance any practice or condition that may violate any rules, regulations or safety standards.
STANDARD OF CONDUCT: Baylor Scott & White Health is committed to providing a safe and secure environment for patients, visitors, employees, physicians, advanced practice professionals and other service providers.

► We will comply with and abide by all applicable environmental, health and safety laws, regulations and BSWH System policies.

► We will perform our work in a manner so that no reasonably avoidable harm is caused to self, patients, or other staff.

► We will immediately advise our supervisor if, as a result of work, we are injured or contract an occupational illness.

► We will promptly report to a supervisor any accidents or "near misses" involving injury to any patient, visitor, employee or any other service provider.

► We will alert the appropriate departments and personnel if unsafe conditions or practices are observed in the work environment.

► We will strive to provide an environment that is free from violence. Any weapons not allowed by law are strictly prohibited.

► We will comply with applicable laws and regulations and dispose of medical waste and hazardous material appropriately.

► We will promptly report all spills or accidents involving medical waste or hazardous materials to a supervisor and take immediate action to help prevent harm.

► We will inspect work areas for health and safety risks, enforce all safety rules and regulations, eliminate or report risks to management, and maintain knowledge of health and safety procedures.

► We will train employees in health and safety policies and precautions.

► We will follow BSWH System policy or applicable Medical Staff Bylaws/Rules regarding illegal drugs, prescription drugs or alcohol in the workplace.

► We will safely store, transport and secure all drugs and pharmaceuticals and will promptly report any missing or diverted drugs.
STANDARD OF CONDUCT: Baylor Scott & White Health is committed to protecting its resources, including cash, equipment, supplies, information and other property against loss, theft, destruction and misuse. These resources are of great value to Baylor Scott & White Health and enable Baylor Scott & White Health to fulfill its mission of serving the health care needs of the community.

► We will correctly use and care for all BSWH System property and equipment entrusted to us.

► We will require that any use of BSWH System resources and information will not be used either directly or indirectly for personal gain.

► We will comply with software licensing agreements, which govern the use of the software.

► We will not permit making unauthorized copies of BSWH System computer software or using personal software on BSWH System's computer equipment.

► We understand that BSWH System's electronic communications systems, including computers, e-mail, Internet, Intranet, software, telecommunication, wireless devices, voice mail and other automated information systems, are the property of BSWH System and should be used primarily for BSWH System business-related purposes.

► We understand that the use of technology to send offensive, discriminatory or harassing messages is prohibited.

► We will maintain inventory and keep all supplies secure.

► We will dispose of all surplus or obsolete property and equipment according to established BSWH System policy and procedures.

► We will not share our user IDs or passwords or allow anyone to perform any activities using our IDs.

► We will obtain approval of leadership prior to any public disclosure of proprietary or confidential data/information (e.g., use in presentations, documents, discussions, articles etc.).
Conflict of Interests

STANDARD OF CONDUCT: Baylor Scott & White Health is committed to dealing honestly, fairly and with integrity in all matters. A conflict of interest may occur if outside activities or personal interests influence or appear to influence an individual's ability to make objective decisions in the course of job responsibilities.

► We will avoid actual or apparent conflict of interests between our own interests and our BSWH System duties.

► We will not use our position, or knowledge gained in our position, in any way that we, any member of our family/significant other, or business in which we have an interest could receive personal benefit.

► We, or a member of our family/significant other, will not receive any substantial preferences from a person/organization that, to the best of our knowledge, does or wants to do business with BSWH System or is a competitor of BSWH System.

► We will not offer, accept or provide personal gifts or favors, such as tips, meals, transportation, services, discounts, privileges or entertainment that create an actual or perceived conflict of interest.

► We may not accept any gifts, benefits, entertainment, or other favors from Industry. Industry is defined as pharmaceutical, biotechnology, medical device, equipment supply and health care service providers and their employees, representatives and other agents, acting both on and off-premises of a BSWH System entity.

► We will maintain unbiased relationships with actual and potential BSWH System vendors and contractors.

► We will exercise good faith and fair dealing in all transactions that involve our responsibilities to BSWH System. We will not use any BSWH System assets or resources for personal gain.

► We will report actual or perceived conflicts of interest to our supervisor and the Office of Corporate Compliance.

► We will never accept gifts of money or cash equivalents, including gift cards, from patients or their families.

► We will not engage in any outside employment, consultation or other activities, which might compromise BSWH System’s strategic position or affect our objectivity, independence of judgment, or conduct in carrying out duties and responsibilities to BSWH System.

► We may accept financial or other support from vendor organizations for educational activities. All other vendor support (i.e. donations, gifts) will be directed to the appropriate BSWH System Foundations.

► We will not provide or accept inducements, kickbacks, bribes, rebates or anything else of value to any party (e.g., physicians, etc.) with the intent to influence the referrals of patients.

► We will not provide or accept inducements for patients to access services payable by a government health care program (e.g., Medicare, Medicaid, etc.).
STANDARD OF CONDUCT: Baylor Scott & White Health is committed to high standards of business and professional ethics and integrity.

► We will conduct our activities in compliance with applicable laws, regulations and BSWH System policy or Medical Staff Bylaws/Rules.

► We will promptly report to management, the Entity Compliance Liaison, Chief Compliance Officer or the Compliance HelpLine when a possible violation of law, regulation, BSWH System policy or Medical Staff Bylaws/Rules has occurred.

► We will not retaliate or take other negative action against an individual who in good faith reports a suspected violation or acts as a whistleblower pursuant to the Federal False Claims Act or other law.

► We will require that all compensation arrangements or other agreements with individuals or organizations that may be possible referral sources (e.g., physicians, etc.) will be in writing and approved through the BSWH System review and approval process.

► We will require that marketing, advertising and sales communications will be true, fair and accurate, present statements about our services that can be substantiated and comply with applicable laws and regulations.

► We will not knowingly hire or contract with individuals who have been sanctioned by the Office of Inspector General (OIG) of the U.S. Department of Health and Human Services or barred from federal or state procurement programs.

► We will comply with the Emergency Medical Treatment and Active Labor Act (EMTALA) and state transfer laws and provide medical screening examination to individuals who come to the hospital emergency department requesting examination or treatment for medical conditions.

► We will not use or provide BSWH System assets to support a candidate for public office.

► We will maintain and dispose of all information, whether medical, financial or business, accurately and in accordance with all applicable laws, regulations and BSWH System policy.

► We will report provider, patient, and proprietary information accurately, honestly, completely, and properly.

► We will prohibit the premature destruction or alteration of any document in response to, or in anticipation of, a request for those documents by any government agency or court.

► We will review and approve contracts through Legal Counsel and only those with authority to do so may execute the contracts, agreements, engagements or other documents that legally bind BSWH System.

► We will only pursue business opportunities that are ethical, honest, lawful, and forthright.
Compliance with Billing and Coding Laws and Regulations

STANDARD OF CONDUCT:  Baylor Scott & White Health is committed to fair and accurate billing that is in accordance with all applicable laws, regulations and BSWH System policy.

► We will charge for health care services provided and bill only for services actually provided and documented in the patient's medical records.

► We will require payment of insurance co-payments or deductibles.

► We will not provide discounts on any health care charges other than those provided by BSWH System policy.

► We will not knowingly submit for payment or reimbursement a claim we know to be false, fraudulent, inaccurate, incomplete or fictitious.

► We will require that the services for which claims are submitted be documented for medical necessity.

► We will regularly review our records for credit balances or other overpayments, and as appropriate, promptly refund any amounts not due to BSWH System.

► We will accurately record write-offs, deductibles, discounts, courtesy allowances, bad debt, and charity allowances within applicable laws, regulations, and policies.

► We are committed to updating the charge master and billing systems in a timely manner to maintain accuracy.

► We will respond to questions and complaints related to a patient's bill in a direct and honest manner.

► We will exercise due care, including implementing controls to prevent, detect and correct actions that do not comply with applicable federal and state laws and BSWH System policy, to submit claims to government and to private insurance payors that reflect truth and accuracy and conform to all applicable laws and regulations.

► We will report any suspected charging or billing irregularity to the appropriate supervisor, or the Office of Corporate Compliance.
Efforts to Eliminate Fraud, Waste and Abuse

Baylor Scott & White Health is committed to comply with the Federal False Claims Act (FFCA), the Federal Administrative Remedies for False Claims and Statements (FARFCS), the Texas Medicaid Fraud Prevention Act (TMFPA), the Patient Protection and Affordable Care Act (PPACA) and any other applicable False Claims Laws. It is the responsibility of every BSWH System employee, physician, advanced practice professional, contractor or agent to comply with such laws and prevent fraud, waste, and abuse as part of our compliance program.

► We will follow the FFCA which prohibits "knowingly" making false claims for payment to the federal government. "Knowingly" is a broad term meaning:
  ► Actually knowing that a claim is false;
  ► Deliberately ignoring whether the claim is true or false; or
  ► Recklessly disregarding whether the claim is true or false.

► We will maintain the highest ethical standards when taking action that implicates applicable False Claims laws. **BSWH System employees may be held individually accountable under applicable False Claims Laws for noncompliance with such laws.**

► We will comply with applicable policies related to the development or submission of claims for reimbursement or the provision of patient care for which claims for reimbursement are filed with various public or private payers.

► We will promptly correct honest mistakes and errors when discovered.

► We will report any noncompliance or any violation of applicable False Claims laws when discovered and those who report any such concern or violation in good faith will not be subject to retaliation or retribution.

► We can also report a discovery of noncompliance with the FFCA directly to the federal government consistent with the FFCA's Qui Tam provisions. Baylor Scott & White Health will not retaliate against any BSWH System employees who either engage in lawful acts in furtherance of an action under the FFCA or other efforts to stop one or more violations of the FFCA.
All BSWH System employees, physicians and advanced practice professionals must be familiar with the Baylor Scott & White Health Code of Conduct and be sensitive to any situation that could potentially lead to actions that might conflict with the Code of Conduct. All employees, physicians and advanced practice professionals have a duty and responsibility for reporting perceived, actual or potential violations of laws, regulations, BSWH System policy or the Code of Conduct.

Robert Michalski  
Baylor Scott & White Health  
Chief Compliance Officer

You are encouraged to use the following steps to resolve any questions or concerns you may have:

1. There may be times when you are unsure whether an activity or a situation is unethical or illegal. If you are not sure, discuss the issue with your supervisor first. Give your supervisor a chance to solve the problem. He or she is most familiar with the laws, regulations, and policies that relate to your work.

2. If your supervisor is unable to find the answer, or if you are uncomfortable discussing the issue with your supervisor, you should:
   - Contact your supervisor’s manager, another trusted leader in the organization, Human Resources or your Entity Compliance Liaison; or
   - Contact the Baylor Scott & White Health Office of Corporate Compliance at 214-820-8888; or
   - Contact the Compliance HelpLine toll free at 1-866-245-0815 or online at ComplianceHelpLine.BSWHealth.com.

We have hired an outside company to take Compliance HelpLine calls and online reports. The operators of the Compliance HelpLine are trained to assist you in reporting questions and concerns. Calls and reports to the HelpLine will not be traced or recorded.

You may remain anonymous unless you choose to identify yourself, although being able to contact you is helpful in resolving many issues. If you do give your name, your identity will be protected to the extent allowed by law and to the extent that it does not hinder the investigation.

All calls and reports made to the Compliance HelpLine will be reviewed by the Baylor Scott & White Health Office of Corporate Compliance and will be responded to fairly. All claims will be carefully investigated before any action is taken.

We will respect and protect the rights of anyone who is the subject of a Compliance HelpLine call or report.
Non-Retaliation/Non-Retribution Policy

Baylor Scott & White Health recognizes that a critical aspect of the Compliance program is the establishment of a culture that promotes prevention, detection, and resolution of instances of conduct that do not comply with the Code of Conduct and all applicable federal, state and local laws and regulations and BSWH System policies. A non-retaliation/non-retribution policy has been established to protect employees and others who report problems and concerns.

No disciplinary action or retaliation will be taken against you when you report, "in good faith," a perceived issue, problem, concern, or violation to management, your Entity Compliance Liaison, Human Resources, the Office of Corporate Compliance, or the Compliance HelpLine, or act as a whistleblower pursuant to the Federal False Claims Act or other law. The "in good faith" requirement means an employee actually believes or perceives to be true the information being reported.

The Federal False Claims Act provides protection for "whistleblowers" that are discharged, demoted, suspended, or in any other manner discriminated against in the terms and conditions of employment by his or her employer in retaliation for filing a False Claims Act action.

We value and respect each individual and therefore, you have the right to be treated fairly and with respect. The organization must make sure that you are treated that way. However, reporting does not protect you from civil, criminal or disciplinary action regarding your own performance or conduct.
Corrective/Disciplinary Action for Violation of Baylor Scott & White Health Code of Conduct

Any employee, physician or advanced practice professional who violates any law, regulation, or BSWH System policy, Medical Staff Bylaws/Rules or the Code of Conduct which could impair the organization's status as a reliable, honest and trustworthy health care provider is subject to corrective or disciplinary action under Human Resources Policies or Medical Staff Bylaws/Rules and the Baylor Scott & White Health Corporate Compliance Program. This can include verbal or written corrective/disciplinary action, up to and including involuntary separation from employment or affiliation with BSWH System, if warranted.

You should be aware that certain actions prohibited by BSWH System policy also might violate laws resulting in personal criminal or civil prosecution.