Code of Ethics and Professional Conduct

HEALTH REGULATION DEPARTMENT

DUBAI HEALTH AUTHORITY

2014
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Acknowledgment

Dubai Health Authority (DHA) is pleased to present the Code of Ethics and Professional Conduct for licensed Health Professionals (HP) which represents a milestone towards fulfilling the DHA strategic objective 3.2 to “Ensure quality, stability and availability of health professionals”. This Regulation places an emphasis on the conduct and behavior expected of licensed HP in the Emirate of Dubai.

This document was developed by the Health Regulation Department (HRD) in collaboration with Subject Matter Experts whose contributions have been invaluable. The Health Regulation Department would like to gratefully acknowledge those professionals and to thank them for their dedication to quality in health and their commitment in undertaking such a complex task.

Health Regulation Department

Dubai Health Authority
Scope

This document describes what is expected of Health Professionals (HP) licensed to practice in the Emirate of Dubai. It sets out the principles that illustrate good practice and makes explicit the principles of ethical and professional conduct anticipated of HP by their colleagues and the community. The code is addressed to HP and is also intended to let the community know what they can expect from these professionals. Physicians, Dentists and Allied Health professionals are the professional categories included in this document.

The latest edition of the document shall be accessed through the DHA website www.dha.gov.ae

Purpose

This code will be used to:

- Support professionals in providing good care, fulfilling their professional roles, and to provide a framework to guide professional judgment.

- Assist Health Regulation Department and Legal Department at DHA in their role of protecting the public, by setting and maintaining guidelines of Allied Health Practice.

This code is not exhaustive and is not a substitute for the provisions of legislation. If there is any conflict between this code and the law, the law will take precedence.

Definitions

- **Allied Health Professionals (AHP)** refers to professionals involved with the delivery of health or related services pertaining to the identification, evaluation and prevention of diseases and disorders; dietary and nutrition services; rehabilitation and health systems management, among others.

- **Beneficence** is action that is done for the benefit of others. Beneficent actions can be taken to help prevent or remove harms or to simply improve the situation of others.
- **Code of conduct**: is a set of conventional principles and expectations that are considered binding on any person who is a member of a particular group.

- **Code of ethics**: is a written set of guidelines issued by an organization to its workers and management to help them conduct their actions in accordance with its primary values and ethical standards.

- **Communicable disease**: means an illness caused by an infectious agent or its toxins that occurs through the direct or indirect transmission of the infectious agent or its products from an infected individual or via an animal, vector or the inanimate environment to a susceptible animal or human host.

- **Health Professional**: A person who by education, training, certification and licensure is qualified to provide healthcare services.

- **Informed consent**: is a person’s voluntary decision about medical care that is made with knowledge and understanding of the benefits and risks involved. It includes:
  
a. Providing information to patients in a way that they can understand before asking for their consent.

b. Obtaining valid authority from the patients before undertaking any examination, investigation or provide treatment, or before involving patients in teaching or research.

- **Non-maleficence**: means to “do no harm.” Physicians must refrain from providing ineffective treatments or acting with malice toward patients.

- **Research ethics definition**: The application of moral rules and professional codes of conduct to the collection, analysis, reporting, and publication of information about research subjects, in particular active acceptance of subjects' right to privacy, confidentiality, and informed consent.
### Acronyms

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<th>Acronym</th>
<th>Description</th>
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<tr>
<td>AHP</td>
<td>Allied Health Professional</td>
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<tr>
<td>HP</td>
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<td>WMA</td>
<td>World Medical Association</td>
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1. Introduction

1.1. Medicine as a profession is distinguished from other professions by a special moral duty of care to save lives and to relieve suffering. Medical ethics emphasizes the priority of this moral ideal over and above considerations of personal interests and private gains. The health professionals are obliged to abide by a strict code of conduct which embodies high ethical values, protects patients’ interests, and upholds professional integrity.

1.2. Trust is essential for the practice of medicine. The patient’s trust imposes upon the health professional a corresponding duty to be trustworthy and accountable. Whereas a patient’s trust is fundamental to the process of healing, the ability to heal depends importantly on one’s professional knowledge and skills. It is therefore necessary for every health professional to attain continuous professional development through lifelong learning in order to accomplish the duty of care to patients.

1.3. All professionals have to uphold and abide by the oath undertaken on graduation, e.g. Hippocratic Oath, Declaration of Geneva, WMA Code of Medical Ethics, etc.

1.4. The Code is developed based on a health professional’s responsibility to act in the best interest of patients, the public and ethical principles of:

1.4.1 Beneficence; this refers to doing good to others

1.4.2 Non-maleficence, this refers to doing no harm to others

1.4.3 Fair and unbiased provision of health services

1.4.4 Respect for your patient’s privacy and confidentiality

1.4.5 Respect for your patient’s right to refuse or choose their treatment in accordance with any UAE laws that are applicable

1.4.6 Personal integrity

1.5. Code of Ethics and Professional Conduct for Health Professionals (HP) is not an exhaustive study of medical ethics. It is not intended to cover every situation that may be encountered
in medical practice. In some cases, a subject discussed involves such complexity that it will be dealt on as a case by case basis.

1.5.1 Contravention of this Code may render a licensed Health Professional liable to disciplinary proceedings in line with DHA Fitness to practice policy.

2. General Principles

2.1 This document is based on the following 12 principles, which are to be abided by the HP at all times.

2.1.1 Act in the best interest of your patients and the public
2.1.2 Respect your patient’s privacy and maintain confidentiality of information
2.1.3 Working with patients with caring, honesty and integrity
2.1.4 Respect your patient’s choice and right to refuse or choose their treatment, and obtain informed consent to give treatment
2.1.5 Communicate effectively with your patient, caregivers and other professionals;
2.1.6 Ensure that any advertising you do or support is truthful, accurate and does not induce unnecessary demands for your services
2.1.7 Limit your work or stop practicing if your performance or judgment is affected by your health or other reasons
2.1.8 Act within the limits of your knowledge, skill and experience, and if necessary, refer to another professional
2.1.9 Keep accurate and adequate patient records
2.1.10 Engage in professional development and keep your professional skills and knowledge up-to-date
2.1.11 Maintain high standards of personal conduct and behavior
2.1.12 Effectively supervise tasks you have asked others to complete and undertake supervisory duties you have been assigned professionally
2.2 The rest of this document explains these principles in greater detail.

2.3 This code shall be understood in its entirety and not in parts.
3. Physicians and Dentists
3.1 Act in the best interest of your patients and the public

3.1.1 You must take responsibility for the safety and welfare of your patient and the public at all times.

3.1.2 You must not allow personal biases and prejudices to affect the quality of services provided to your patient.

3.1.3 You must take part in systems of quality improvement to promote patient safety. This includes:
   3.1.3.1 Engaging in regular reviews and audits of their work and that of their team
   3.1.3.2 Responding constructively to the outcomes of the audit
   3.1.3.3 Taking steps to address any problems and carrying out further training where necessary
   3.1.3.4 Regularly reflecting on the standards of practice and the care they provide
   3.1.3.5 Review patient feedback, where it is available.

3.1.4 To help keep patients safe you must:
   3.1.4.1 Report sentinel events that put or have the potential to put the safety of a patient, or another person at risk to the relevant accrediting body
   3.1.4.2 Report suspected adverse drug reactions
   3.1.4.3 Eliminate any risk that would compromise patient safety.

3.1.5 If you suspect to or have any communicable disease that could be passed on to patients, or if your judgment or performance could be affected by a condition or its treatment, you must consult a suitably qualified professional. You must follow their advice about any changes to your practice or treatment they consider necessary. You must not rely on your own assessment of the risk to patients.

3.1.6 You must inform the CGO at HRD if you have any concerns regarding the health, conduct or competence of other licensed professionals you work with that may negatively impact the safety and welfare of patients and/or the public. Please refer to the fitness to practice policy issued by DHA for more information.

3.1.7 You must deal impartially and safely with risks of infection to your patient and to yourself. You must make sure that all staff and trainees, if any, you manage have appropriate supervision to carry out the activities safely.
3.1.8 When participating in clinical research, you must put the care and safety of your patient first and ensure that the trial is approved by DHA research ethical committee. In addition, informed consent must be obtained from participants.

3.2 Patient’s privacy and confidentiality of information

3.2.1 You must

3.2.1.1 Keep your patient’s records confidential, and use the information obtained in the course of your professional practice only for the purposes for which it was given, or where it is otherwise lawful.

3.2.1.2 Ensure that there is no disclosure of any patient information without consent, except where it is required or permitted by law or if it is required to protect your patient or others from harm.

3.2.1.3 Not in any way exploit or abuse the relationship with your patient and the trust your patient has placed in you.

3.2.1.4 Take reasonable steps to make sure that there is no unauthorized access, use or accidental disclosure of your patient’s information.

3.2.1.5 Respect your patient’s refusal for therapy, whether in part or in whole. Based on UAE law.

3.3 Working with patients

3.3.1 A good doctor-patient partnership requires high standards of professional conduct. This involves you to:

3.3.1.1 Be polite, compassionate and honest.

3.3.1.2 Treat patients as individuals and respect their dignity, privacy and personal beliefs.

3.3.1.3 Share with patients all the information they will need to make decisions about their care.
3.3.1.4 Support patients in caring for themselves and to empower them to improve and maintain their health.

3.3.2 During patient consultation you should:

3.3.2.1 Adequately assess the patient’s conditions, taking account of their history (including the symptoms and psychological, spiritual, social and cultural factors), their views and values; and examine the patient.

3.3.2.2 Promptly provide or arrange suitable advice, investigations or treatment.

3.3.2.3 Prescribe drugs or treatment, including repeat prescriptions, only when you have adequate knowledge of the patient’s health and are satisfied that the drugs or treatment will help with the patient’s ailment.

3.3.2.4 Provide effective treatments based on the best available evidence.

3.3.2.5 Be satisfied that they have informed consent before carrying out any examination or investigation, provide treatment or involve patients or volunteers in teaching or research.

3.3.2.6 Take all possible steps to alleviate pain and distress whether or not a cure may be possible.

3.3.2.7 Consult colleagues where appropriate.

3.3.2.8 Inform patients about their right to see another doctor and ensure that they have enough information to exercise that right.

3.3.2.9 Conduct clinical examination of patients from opposite gender in the presence of a chaperone.

3.3.2.10 Check that the care or treatment provided for each patient is compatible with any other treatments the patient is receiving, including (where possible) self-prescribed over-the-counter medications.

3.3.3 You must not use your professional position to pursue a sexual or improper emotional relationship with a patient or someone close to them.

3.3.4 You must not express your personal beliefs (including political, religious and moral beliefs) to patients in ways that may cause them distress.

3.3.5 You must not refuse or delay treatment because you believe that a patient’s actions or lifestyle have contributed to their condition.
3.3.6 You must always refer appropriately if the patients’ condition or needs are not within your scope of practice.

3.3.7 You must contribute to the safe transfer of patients between healthcare providers and between health and social care providers.

3.3.8 You must share all relevant information with colleagues involved in the patients’ care within and outside the team, including when handing over care when they go off duty, and when delegating care or referring patients to other health or social care providers.

3.3.9 When delegating the care of a patient to a colleague, you must be satisfied that the person providing care has the appropriate qualifications, skills and experience to provide safe care for the patient.

3.3.10 When accepting a referral from other professionals, you must ensure that you fully understand the request, and provide treatment only if you believe it is appropriate or in your patient’s best interest to do so. If this is not the case, you must discuss the matter with the professional who has made the referral and the patient.

3.3.11 You must consider and respond to the needs of disabled patients and should make reasonable adjustments so they can receive care to meet their needs.

3.3.12 Be open and honest with patients if the treatment or procedure does not achieve the expected outcome. You should explain promptly and in detail to the patient/their family what has happened. You should discuss the likely short-term and long-term effects that the patient could have and advise them appropriately as to how to deal with it.

3.4 Respect your patient’s choice and obtain informed consent

3.4.1 You must ensure that your patient understands the need for treatment or services to be provided, the risks involved and expected outcomes from the treatment provided prior to proceeding, except in an emergency situation.

3.4.2 If your patient is unable to give consent, informed consent should be obtained from family members as appropriate in accordance with UAE law.
3.4.3 If your patient or family refuses treatment or therapy that you believe is necessary for their well-being or else would put them at significant risk or harm, you must take reasonable efforts to persuade them to be treated.

3.4.4 You must respect your patient’s wish for a second opinion, and/or decision to consult with other health professionals.

3.4.5 You must make reasonable records of the information provided to your patient, your patient’s consent or decision on treatment provided, in accordance with point 3.9 of this Code.

3.5 Communicate effectively

3.5.1 You must:

3.5.1.1 Take reasonable steps to ensure effective communication with your patient, their family, fellow professional colleagues, and other healthcare professionals, to enhance outcomes for your patient.

3.5.1.2 Be truthful, respectful and courteous in all your professional communications, with your patient, his caregivers, or other professionals.

3.5.1.3 Listen to patients, take account of their views, and respond honestly to their questions.

3.5.1.4 Ensure that patients are involved, within the limits of their capacities, in understanding the nature of their problems, the range of possible solutions, as well as the likely benefits, risks, and costs, and should assist them in making informed choices.

3.5.1.5 Ensure that your communication with your patient and/or his family is done in a manner that does not impair confidence in other professionals involved in his care. You must not disrespect any professional or criticize their opinion in any situation.

3.5.1.6 Strive to communicate clearly and effectively with your fellow professional colleagues, and other professionals.
3.5.1.7 Update other professionals involved in the care of your patient where appropriate so as to ensure adequate care for the patient.

3.5.1.8 Maintain patient confidentiality when communicating publicly, including speaking to or writing in the media.

3.5.1.9 Be honest and trustworthy when writing reports, and when completing or signing forms, reports and other documents. They must ensure that any documents they write or sign are not false or misleading.

3.5.1.10 Have knowledge of, respect for, and sensitivity towards, the cultural diversity of the community, including those of Nationals and patients from the Middle East.

3.6 **Truthful Advertising**

3.6.1 You must ensure that any advertising you publish or support, or any information provided about you or your services is truthful, factual and accurate.

3.6.2 You must not persuade your patient to acquire more services than are required.

3.6.3 You must not mislead the public and your patients with regard to your professional qualification, experience and expertise.

3.6.4 Your advice and recommendations on products or services to your patient must not be influenced by financial or other forms of rewards.

3.6.5 If you have a financial interest in an organization or service to which you intend to refer patients for any treatment or investigation, you must always disclose this interest to your patient before making a referral.

3.7 **Concerns with own health or judgment**

3.7.1 You must stop practicing or limit your scope of work if your ability to practice safely and effectively is adversely affected by your mental or physical health or for any other reason.
3.7.2 You must consult a suitably qualified health professional, on ways that you can change your practice to continue to be safe and effective, or stop practicing if it is necessary, depending on their advice.

3.7.3 If you are suffering from any communicable disease, you must take necessary precautions and limit your practice in order to prevent infecting others. You are also to seek medical advice and follow it.

3.7.4 You must inform the HRD of any significant changes in your mental or physical health, and resulting changes in your practice.

3.8 Act within the limits of your knowledge, skills and experience

3.8.1 You must only practice within the scope of your own competence, or the fields in which you have the appropriate education, training and experience and hold a valid license from DHA.

3.8.2 You must consult or refer as appropriate, for further advice or treatment, if you discover in the course of treating your patient that your patient requires interventions that are beyond your own scope of practice or experience.

3.8.3 If you are returning to practice after a gap in service, you may be required to practice under supervision or according to the Approved Practice Setting and Back to Practice regulation set by the HRD.

3.9 Patient records

3.9.1 You must ensure that the records are complete and legible.

3.9.2 You must sign and date all entries.

3.9.3 Complete records means that records must include at least the following:
   3.9.3.1 Relevant patient details
   3.9.3.2 Medical and social history
   3.9.3.3 Findings on physical examination
   3.9.3.4 Assessment of therapeutic problems
3.9.3.5 Any investigations done (if applicable)
3.9.3.6 Treatment plan proposed and performed
3.9.3.7 Treatment outcomes and progress of your patient
3.9.3.8 Discussions between yourself, your patient, family, and other professionals
   (including informed consent as applicable)

3.9.4 Entry into the records shall be made at the same time during patient contact or as soon as possible afterwards.
3.9.5 Patient records shall be stored securely, and are not subject to unauthorized access.
3.9.6 You should ensure that medical records show respect for the patients and do not include demeaning or derogatory remarks
3.9.7 You shall recognize the patients’ right to access information contained in their medical records and should facilitate that access.
3.9.8 You should promptly facilitate the transfer of health information through medical report when requested by the patient.
3.9.9 You must not tamper with or erase information that has been entered previously into any patient records.
3.9.10 If you are legitimately updating or amending the information, you must ensure that the previous information is not made difficult to read, and simply mark the error with a strike-through line, sign and date the amendment.

3.10 Professional development

3.10.1 You must endeavor to promote and participate actively in continued learning, professional development and advancement of knowledge and skills.
3.10.2 You are responsible for keeping up-to-date of changes and developments in the field of your profession.
3.10.3 You are strongly encouraged to initiate, participate and engage in activities both within and between professions in developing, integrating and improving patient care.
3.11 Personal conduct and behavior

3.11.1 You must:

3.11.1.1 Be honest in dealings with patients, employers, insurers and other organizations or individuals.

3.11.1.2 Not be involved in any criminal or unlawful activities.

3.11.1.3 Not allow any personal interests you have, to affect the way you prescribe, treat, refer or commission services for patients. This includes unnecessary investigations requested for the patients.

3.11.1.4 Not engage in any improper relationship or behavior with your patient and the immediate members of your patient’s family.

3.11.1.5 Ensure that your behavior, whether in your personal or professional capacity, does not damage the public confidence in you or your profession, or bring disrepute to your profession or organization.

3.11.1.6 Not, in your professional capacity, support the services provided by persons or organizations that do not provide legitimate allied health, medical or medical support services.

3.11.1.7 Not to ask for or accept – from patients, colleagues or others – any bribe, gift or free hospitality that may affect or be seen to affect the way you prescribe for, treat or refer patients or commission services for patients.

3.12 Effective supervision

3.12.1 If you are a supervisor you must:

3.12.1.1 Ensure that any professional under your supervision has the necessary competencies prior to performing the tasks assigned.

3.12.1.2 Be responsible for ensuring that the safety of your patient is not compromised at all times when delegating duties to other personnel including trainees.

3.12.1.3 Not force any professional under supervision to undertake a task which he/she is not confident of handling.

3.12.1.4 Ensure that there is clear documentation of the supervision provided.
3.12.2 If you are a specialist under supervision or a clinical trainee then you must:
   3.12.2.1 Follow the instructions of your supervisor
   3.12.2.2 Do not undertake any activities that you are not allowed to or confident of
   3.12.2.3 Always wear your badge and inform the patient that you are a specialist under supervision or clinical trainee.

3.13 General Research Ethics

If you are conducting or participating in a research, you should abide with the following:

3.13.1 Strive to attain the highest possible standards in all aspects of conservation. All actions should be governed by an informed respect for cultural property.
3.13.2 Research aims should contribute to the good of society.
3.13.3 Research must be based on sound theory.
3.13.4 Research participants must voluntarily consent to research participation.
3.13.5 Research must avoid unnecessary physical and mental suffering.
3.13.6 The degree of risk taken with research participants cannot exceed anticipated benefits of results.
3.13.7 Proper environment and protection for participants is necessary.
3.13.8 Experiments can be conducted only by scientifically qualified persons.
3.13.9 Human subjects must be allowed to discontinue their participation at any time.
3.13.10 Must be prepared to terminate the experiment if there is cause to believe that continuation will be harmful or result in injury or death.
3.13.11 The results of research should be presented to the academic community and wider public in a responsible manner.
3.13.12 The results of research should be used and communicated through appropriate and timely activities.
3.13.13 Should keep in confidence all information obtained about research participants.
4. Allied Health Professionals
4.1 Act in the best interest of your patients and the public

4.1.1 You must take responsibility for the safety and welfare of your patient and the public at all times.

4.1.2 You must not allow personal biases and prejudices to affect the quality of services provided to your patient.

4.1.3 You must inform the Clinical Governance Office (CGO) at Health Regulation Department (HRD) if you have any concerns regarding the health, conduct or competence of other licensed professionals you work with that may negatively impact the safety and welfare of patients and/or the public.

4.1.4 You must deal impartially and safely with risks of infection to your patient and to yourself. You must take appropriate precautions against the risk that you will infect someone else.

4.1.5 When participating in clinical research, you must put the care and safety of your patient first and ensure that the trial is approved by DHA Medical ethical committee. In addition, informed consent must be obtained from the participants.

4.2 Patient’s privacy and maintain confidentiality of information

4.2.2 You must:

4.2.2.1 Keep your patient’s records confidential, and use the information obtained in the course of your professional practice only for the purposes for which it was given, or where it is otherwise lawful.

4.2.2.2 Ensure that there is no disclosure of any patient information without consent, except where it is required or permitted by law or if it is required to protect your patient or others from harm.

4.2.2.3 Not in any way exploit or abuse the relationship with your patient and the trust your patient has placed in you.

4.2.2.4 Take reasonable steps to make sure that there is no unauthorized access, use or accidental disclosure of your patient’s information.

4.2.2.5 Respect your patient’s refusal for therapy, whether in part or in whole.
4.3 Working with patients

4.3.1 A good patient partnership requires high standards of professional conduct. This involves you to:

4.3.1.1 Be polite, compassionate and honest.

4.3.1.2 Treat patients as individuals and respect their dignity, privacy and personal beliefs.

4.3.1.3 Share with patients all the information they will need to make decisions about their care.

4.3.1.4 Support patients in caring for themselves and to empower them to improve and maintain their health.

4.3.2 During patient consultation, you shall:

4.3.2.1 Adequately assess the patient’s conditions, taking account of their history (including the symptoms and psychological, spiritual, social and cultural factors), their views and values; and examine the patient.

4.3.2.2 Promptly provide or arrange suitable advice, investigations or treatment.

4.3.2.3 Prescribe treatment, only when you have adequate knowledge of the patient’s health and are satisfied that the treatment will help with the patient’s ailment.

4.3.2.4 Provide effective treatments based on the best available evidence.

4.3.2.5 Be satisfied that they have informed consent before carrying out any examination or investigation, provide treatment or involve patients or volunteers in teaching or research.

4.3.2.6 Take all possible steps to alleviate pain and distress whether or not a cure may be possible.

4.3.2.7 Consult colleagues where appropriate.

4.3.2.8 Inform patients about their right to see another doctor and ensure that they have enough information to exercise that right.

4.3.2.9 Conduct clinical examination of patients from opposite gender in the presence of a chaperone.
4.3.2.10 Check that the care or treatment provided for each patient is compatible with any other treatments the patient is receiving, including (where possible) self-prescribed over-the-counter medications.

4.3.3 You must not use your professional position to pursue a sexual or improper emotional relationship with a patient or someone close to them.

4.3.4 You must not express your personal beliefs (including political, religious and moral beliefs) to patients in ways that may cause them distress.

4.3.5 You must not refuse or delay treatment because you believe that a patient’s actions or lifestyle have contributed to their condition.

4.3.6 You must always refer appropriately if the patients’ condition or needs are not within your scope of practice.

4.3.7 You must contribute to the safe transfer of patients between healthcare providers and between health and social care providers.

4.3.8 You must share all relevant information with colleagues involved in the patients’ care within and outside the team, including when handing over care when they go off duty, and when delegating care or referring patients to other health or social care providers.

4.3.9 When delegating the care of a patient to a colleague, you must be satisfied that the person providing care has the appropriate qualifications, skills and experience to provide safe care for the patient.

4.3.10 When accepting a referral from other professionals, you must ensure that you fully understand the request, and provide treatment only if you believe it is appropriate or in your patient’s best interest to do so. If this is not the case, you must discuss the matter with the professional who has made the referral and the patient.

4.3.11 You must consider and respond to the needs of disabled patients and should make reasonable adjustments so they can receive care to meet their needs.

4.3.12 Be open and honest with patients if the treatment or procedure does not achieve the expected outcome. You should explain promptly and in detail to the patient/their family what has happened. You should discuss the likely short-term and long-term effects the patient could have and advise them appropriately as to how to deal with it.
4.4 Respect your patient’s choice and obtain informed consent

4.4.1 You must ensure that your patient understands the need for treatment or services to be provided, the risks involved and expected outcomes from the treatment provided prior to proceeding, except in an emergency situation.

4.4.2 If your patient is unable to give consent, informed consent should be obtained from family members as appropriate in accordance with UAE law.

4.4.3 If your patient or family refuses treatment or therapy that you believe is necessary for their well-being or else would put them at significant risk or harm, you must take reasonable efforts to persuade them to be treated.

4.4.4 You must respect your patient’s wish for a second opinion, and/or decision to consult with other health professionals.

4.4.5 You must make reasonable records of the information provided to your patient, your patient’s consent or decision on treatment provided, in accordance with section 4.9 of this code.

4.5 Communicate effectively

4.5.1 You must:

4.5.1.1 Take reasonable steps to ensure effective communication with your patient, their family, fellow professional colleagues and other healthcare professionals, to enhance outcomes for your patient.

4.5.1.2 Be truthful, respectful and courteous in all your professional communications, with your patient, his caregivers, or other professionals.

4.5.1.3 Ensure that your communication with your patient and/or his caregivers is done in a manner that does not impair confidence in other professionals involved in his care.

4.5.1.4 Strive to communicate clearly and effectively with your fellow professional colleagues, and other professionals.

4.5.1.5 Update other professionals involved in the care of your patient where appropriate so as to ensure adequate care for the patient.
4.6 Truthful advertising

4.6.1 You must ensure that any advertising you publish or support, or any information provided about you or your services is truthful, factual and accurate.

4.6.2 You must not persuade your patient to acquire more services than are required.

4.6.3 You must not mislead the public and your patients with regard to your professional qualification, experience and expertise.

4.6.4 Your advice and recommendations on products or services to your patient must not be influenced by financial or other forms of rewards:

4.6.5 If you have a financial interest in an organization or service to which you intend to refer patients for any treatment or investigation, you must always disclose this interest to your patient before making a referral.

4.7 Concerns with own health or judgment

4.7.1 You must stop practicing or limit your scope of work if your ability to practice safely and effectively is adversely affected by your mental or physical health or for any other reason.

4.7.2 You must consult a suitably qualified health professional, on ways that you can change your practice to continue to be safe and effective, or stop practicing if it is necessary, depending on their advice.

4.7.3 If you are suffering from any communicable disease, you must take necessary precautions and limit your practice in order to prevent infecting others. You are also to seek medical advice and follow it.

4.7.4 You must inform the HRD of any significant changes in your mental or physical health, and resulting changes in your practice.
4.8 Act within the limits of your knowledge, skills and experience

4.8.1 You must only practice within the scope of your own competence, or the fields in which you have the appropriate education, training and experience and hold a valid license from DHA.

4.8.2 You must consult or refer as appropriate, for further advice or treatment, if you discover in the course of treating your patient that your patient requires interventions that are beyond your own scope of practice or experience.

4.8.3 If you are returning to practice after a gap in service, you may be required to practice under supervision or according to the Approved Practice Setting and Back to Practice regulation set by the HRD.

4.9 Patient records

4.9.1 You must ensure that the records are complete and legible.

4.9.2 You must sign and date all entries.

4.9.3 Complete records means that records must include at least the following:
   4.9.3.1 Relevant patient details;
   4.9.3.2 Medical and social history;
   4.9.3.3 Findings on physical examination;
   4.9.3.4 Assessment of therapeutic problems;
   4.9.3.5 Any investigations done (if applicable);
   4.9.3.6 Treatment plan proposed and performed;
   4.9.3.7 Treatment outcomes and progress of your patient; and
   4.9.3.8 Discussions between yourself, your patient, family, and other professionals (including informed consent as applicable)

4.9.4 You must not tamper with or erase information that has been entered previously into any patient records.

4.9.5 If you are legitimately updating or amending the information, you must ensure that the previous information is not made difficult to read, and simply mark the error with a strike-through line, sign and date the amendment.
4.10 Professional development

4.10.1 You must endeavor to promote and participate actively in continued learning, professional development and advancement of knowledge and skills.

4.10.2 You are responsible for keeping up-to-date of changes and developments in the field of your profession.

4.10.3 You are strongly encouraged to initiate, participate and engage in activities both within and between professions in developing, integrating and improving patient care.

4.11 Personal conduct and behavior

4.11.1 You must always behave with honesty and integrity.

4.11.2 You must not engage in any improper relationship or behavior with your patient and the immediate members of your patient’s family.

4.11.3 You must ensure that your behavior, whether in your personal or professional capacity, does not damage the public confidence in you or your profession, or bring disrepute to your profession or organization.

4.11.4 You must not, in your professional capacity, support the services provided by persons or organizations that do not provide legitimate allied health, medical or medical support services.

4.12 Effective supervision

4.12.1 If you are a supervisor you must:

4.12.1.1 Ensure that any professional under your supervision has the necessary competencies prior to performing the tasks assigned.

4.12.1.2 Be responsible for ensuring that the safety of your patient is not compromised at all times when delegating duties to other personnel including trainees.

4.12.1.3 Not force any professional under supervision to undertake a task which he/she is not confident of handling.

4.12.1.4 Ensure that there is clear documentation of the supervision provided.
4.12.2 If you are a clinical trainee then you must:

4.12.2.1 Follow the instructions of your supervisor

4.12.2.2 Do not undertake any activities that you are not allowed to or confident of

4.12.2.3 Always wear your badge and inform the patient that you are a clinical trainee
5. References


5.2 Australian Medical Board: Good Medical Practice retrieved on 15/09/2013 from www.medicalboard.gov.au

5.3 General Medical Council: Good Medical Practice retrieved on 14/09/2013 from www.gmc-uk.org

5.4 University Hospitals Cleveland Ohio: Code of ethics retrieved on 13/09/2013 from www.uhhospitals.org


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