Code of Conduct
A path in the right direction.

Compliance Hotline

Compliance Hotline: 1.866.621.2122

Compliance Hotline Web Form: go to the Northern Light Health intranet and click on “compliance hotline reporting” at the bottom of the page.

Reports made to the compliance hotline or using the web form are received by a third-party vendor. After completing your report, you will be given a personal identification number (PIN) and report number. Use these to get information about the status of your report. All reports are investigated by Northern Light Health and/or member organization compliance officers.
Dear Colleagues,

Welcome to the Northern Light Health Code of Conduct. Maine made us dedicated to service, and as a Northern Light Health employee, it is vital that you take time to read this document, so you are knowledgeable about the foundational elements that are grounded in our mission, vision and values.

Northern Light Health has evolved into a true statewide healthcare system, and our Code of Conduct is more important than ever, to ensure consistency across our organizations when it comes to delivering quality care that is in full compliance with all federal, state, and local laws and regulations.

The Code is not only based on our values of integrity, respect, compassion, and accountability, but also on individual’s right to privacy, legal and regulatory compliance, a safe and healthy work environment, and the appropriate use of social media and technology.

As a professional and representative of Northern Light Health, I encourage you to not only understand the standards but to also feel empowered to take the right actions if you are concerned that the standards are not being followed. That is why we have mechanisms in place for employees to be able to speak up in an appropriate manner, with no fear of reprisal. No person will be retaliated against for reporting a compliance problem or concern in good faith, either through the compliance line or through any other appropriate channel.

Each of you is a critical part of our family of services, stretching from Presque Isle to Portland, and many Maine communities in between. I continue to be impressed with our breadth and depth of talent and passion and want to thank you for all you do to help us earn the respect of our patients on a daily basis.

Tim Dentry
President and CEO, Northern Light Health

Code of Conduct

Northern Light Health has adopted a systemwide Code of Conduct for the purpose of reinforcing our mission, vision, and values and to serve as a guide for moral, ethical, and legal behavior. Adherence to the Code of Conduct promotes Northern Light Health’s reputation for integrity and honesty in the community and also ensures that we are compliant with applicable laws, regulations, and policies.

The term “conduct” refers to our behavior both at work and in the community. This Code of Conduct outlines expected behaviors that will help us fulfill our mission, achieve our vision, embrace our values, and deliver on our brand promise. Our culture is to promote actions that are ethical, honest, and in conformity with all the laws and regulations that affect us, and we expect our employees, medical staff, board members, volunteers, students, and vendors to act in accordance with this Code of Conduct.

The essence of our mission—the singular goal of everything we do—is to improve the health of the people and communities we serve. Our actions either contribute to or detract from realizing our mission. Meeting the standards in this code is essential to achieving our vision that Northern Light Health will be a national leader in healthcare excellence.

In order to accomplish our mission and realize our vision, we must embrace our values: Integrity, Respect, Compassion, and Accountability. Our values are designed to direct our behaviors when interacting with patients and their families, co-workers, and in the community.

Integrity: We commit to the highest standards of behavior and doing the correct thing for the right reasons.

Respect: We respect the dignity, worth, and rights of others.

Compassion: We deliver care focused on the needs of each person and guide families and individuals through the experience with kindness and professionalism.

Accountability: We take a responsible and disciplined approach to achieving our priorities and responding to an ever-changing environment.

In addition to embracing our values, we must also uphold the following principles:

Privacy and Confidentiality
We protect the privacy of patients, employees, medical staff, board members, donors, students, volunteers, vendors, and others we serve. Keeping private and sensitive information confidential is a moral obligation as well as a legal requirement. We secure our systems from unauthorized access, maintain the integrity of data we collect, and comply with information security policies.

Legal and Regulatory Compliance
We comply with applicable laws, regulations, and policies.

Safe and Healthy Work Environment
We work together to create a safe and healthy workplace. We aspire to develop a culture of safety and have zero tolerance for disruptive behaviors that undermine that culture.

Social Media and Technology
Our patients trust and rely on us during times when they are most vulnerable. Any content published via social media or otherwise must not be derogatory towards our patients, compromise their privacy, or be harassing or discriminatory towards our patients and their families, our co-workers, or our workplace.

We are also committed to delivering on our brand promise: “We make healthcare work for you.” “You” refers to our patients and their families, our partners in the community, and all Northern Light Health employees.

Our brand commitments include:
• Raising quality through innovation, teamwork, and efficiency
• Making health and care accessible and straightforward
• Guiding families and individuals through the care experience
• Delivering care focused on the needs of each person

We all have a duty to follow this Code of Conduct and voice concerns whenever we are aware of anything that we believe violates the code, or any policy, law, or regulation. Northern Light Health does not retaliate—or tolerate retaliation—against anyone for reporting in good faith an actual or potential violation of this Code of Conduct, or any policy, law or regulation, or for participating in an investigation of an alleged violation.

Ways to report a compliance concern:
• Talk to your supervisor, manager, or department head
• Call your compliance officer or HR Director
• Call Northern Light Health Compliance and Internal Audit at 207.973.5100
• Call a 24-hour compliance line 1.866.621.2122
• File a compliance line web report by going to the Northern Light Health intranet and clicking on “compliance hotline reporting” at the bottom of the page

We’re here for you.

Northern Light Health has policies and procedures on its Policy Portal, as well as other resources, which explain in greater detail many of the topics discussed in this Code of Conduct and which direct our behavior in these areas. Additional expectations may also be outlined for specific roles, or at certain member organizations, but these expectations must never be contrary to this overarching Code of Conduct or any Northern Light Health policies or procedures. If you have questions, please speak to your supervisor, your compliance officer, or the Northern Light Health vice president and chief compliance and internal audit officer or call the compliance hotline at 1-866-621-2122.

By fostering an open-door policy, encouraging our staff and others who work with us to raise concerns, and listening to and addressing these concerns, we demonstrate our commitment to our mission, vision, and values and to this Code of Conduct.