

**APPENDIX D**  
**CENTRAL MAINE HEALTHCARE**  
**CITIZENSHIP STANDARDS**

The Resident understands and agrees to adhere to the behavioral expectations regarding appropriate individual conduct and behaviors.

The Resident understands and agrees to exhibit the following behaviors:

1. Effective communication with all patients, families, staff, (no matter what their position within the organization) and other providers both within and external to CMH with respect, courtesy and dignity
2. Effective hand off of critical patient information to other providers assuming care of your patients
3. Active participation in peer review
4. Cooperative working relationship with practice management including timely submission of schedule changes, vacation time and CME activities to ensure proper coverage of practice.
5. Hospital committee participation
6. Participation in PI projects
7. Timely, accurate and complete documentation of medical records
8. The Resident will refrain from:
  - a. Dishonesty or falsification of records
  - b. Inaccurate submission of billing information
  - c. Any illegal behavior relating to the practice of medicine or employment with CMH, or which is likely to adversely affect public respect for CMH or its the Residents.
9. In addition, it is expected that the Resident will follow any other CMH policies related to conduct. Examples include, but are not limited to, the following policies:
  - a. Drug and Alcohol Free Workplace
  - b. Harassment policy
  - c. Expectations Regarding Romantic Relationships
  - d. Violence in the Workplace
  - e. Smoke Free Workplace
  - f. Confidentiality policy
  - g. Vendor Relationships

These standards described in this document are subject to change from time to time by CMH. Any change shall be effective no sooner than 30 days after written notice has been provided to the Resident, and any former provision shall then be superseded, and of no further effect.