



Wexner Heritage Village

Code of Conduct

Wexner Heritage Village's associates and agents shall strive to deliver exceptional health, housing and supportive services that are necessary to attain or maintain the client's highest physical, emotional, spiritual and social well being.

- Wexner Heritage Village associates shall respect a client's dignity and will treat the client with consideration, courtesy and respect.
- It is everyone's job to maintain Wexner Heritage Village's integrity and reputation.
- Wexner Heritage Village associates and agents will provide clients appropriate treatment and services based upon a comprehensive assessment and plan of care that address their clinical conditions.
- Wexner Heritage Village will assure its associates and agents have sufficient education, licenses, background experiences, training, and supervision to render service to its clients.
- No deficiency or error should be ignored or covered up. A problem should be brought to the attention of those who can properly assess and resolve the problem.
- No claims for payment or reimbursement of any kind that are false, fraudulent, inaccurate or fictitious may be submitted. No falsification of medical, time or other records that are used for the basis of submitting claims will be tolerated. No goods or services shall be accepted related to the attempt to influence business relationships.
- Wexner Heritage Village will bill only for the services that are medically indicated, ordered by the client's physician, actually rendered and which are fully documented in the client's medical records. If the services must be coded, only billing codes that accurately describe the services provided will be used.
- Wexner Heritage Village associates and agents shall respect and protect the confidentiality of client records and other personal information.
- Associates and agents shall promptly report all suspected violations of the Code of Conduct, compliance policies, operational policies, laws or regulations.

WHV Confidential Compliance Hotline:

(614) 559-0316