

Healthcare and Assistive Technology Society The Code of Professional Conduct

1. General responsibility

In accordance with the Code, Members agree to:

- 1.1 act at all times in such a manner as to justify public trust and confidence, to uphold and enhance the good standing and reputation of the Society, to serve the best interests of society and, above all, to safeguard the interests of individual customers and the general public. (Note: customers means private or otherwise.);
- 1.2 and, shall not, through their actions, bring the Society or the profession into disrepute

2. Professional responsibility

Members must be accountable for their own working practices and, in the exercise of such accountability, to:

- 2.1 act, at all times, within the law of the land and in a manner befitting a professional worker in the assistive technology and healthcare sector.
- 2.2 act, at all times, in such a way as to promote and safeguard the well-being and interests of customers and the general public.
- 2.3 act, at all times, in such a way as to promote and safeguard the well-being of the environment.
- 2.4 ensure that no action or omission under their control is detrimental to the condition or general safety of a customer or the general public.
- 2.5 take every reasonable opportunity to maintain and enhance knowledge and competence within their field of work. *Every member is required to maintain up to date Continual Professional Development (CPD) records*
- 2.6 acknowledge any limitations in their competence and refuse in such cases to accept delegated functions without first having received instruction in regard to those functions and having been assessed as competent.
- 2.7 work in a collaborative manner with healthcare professionals (such as doctors, consultants, occupational therapists, physiotherapists etc) and recognise and respect the contribution of all within the healthcare team.
- 2.8 not discriminate on the grounds of race, gender, sexual orientation, religious beliefs, disability or age when discharging their duties to their employer, customer, the general public and the Society, and shall at every opportunity, promote equal opportunities and take account of customs and values where possible.

- 2.9 make known to an appropriate person or authority any conscientious objection that may be relevant to the performance of their duties.
- 2.10 ensure that the customer is fully informed (in this context, this means that the terms and conditions of contract, options available and any other pre-contractual and point of sale requirements set out herein have been explained), and this is recorded, before seeking his/her consent to an intervention, or to a purchase.
- 2.11 ensure that there is no abuse of the privileged relationship that exists with customers, and the general public, or of the privileged access allowed to their property, residence or workplace.
- 2.12 respect the confidentiality of information obtained during the course of their work and not disclose such information without the consent of the customer concerned or a person entitled to act on their behalf, except where such disclosure is required by law.
- 2.13 assist colleagues, wherever possible, to develop competence in relation to the needs of their work.
- 2.14 refuse to accept any gift, favour or hospitality that is intended to exert undue influence to obtain preferential consideration. Whilst it may be appropriate, on occasions, to accept small gifts or tokens of thanks from customers, or others, these should always be disclosed to relevant senior staff and, where necessary, advice sought.
- 2.15 abide by any additional Code(s) of Practice covering particular sectors or functions within the healthcare field relevant to their employment.
- 2.16 advise the Society, without delay, of any change in personal circumstances that might affect the validity of their registration.
- 2.17 ensure they have sufficient insurance in place, either individually or through their employer, to cover their professional liability whilst discharging their duties.

3. Business practice

It is the responsibility of a Member to highlight any unethical practice to their employer so that this may be addressed. Unethical practice would include:

- 3.1
- unethical selling such as doorstep selling and cold calling
 - false advertising
 - not upholding consumer rights particularly with regards to payments, refunds and handling complaints
 - poor, unprofessional customer service.
- 3.2
- Where the employer is involved in the manufacture, sale, demonstration, testing and repair of medical devices and equipment, it owes a duty of care to the general public and its employees. It is the responsibility of the Member to highlight any concerns regarding unethical practice they have concerning this, particularly where there is concern regarding non-compliance with relevant legislation and legal frameworks.

Note regarding: Breach of the Code of Professional Conduct

Any Member suspected of a breach of any aspect of the Code of Professional Conduct will be referred to the Society Council for investigation.

Any concerns relating to a Member upholding the Code can be addressed to the Secretariat via:

Email: complaints@hatsoc.org

Post: Healthcare and Assistive Technology Society,
Suite 4.6, The Loom, 14 Gowers Walk, London, E1 8PY.

Phone: 020 7702 2141

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