

Truthfulness and Ethics Clause

CBAHI strives to maintain the highest ethical and legal standards in the conduct of its business. This includes being honest, transparent, and truthful in all its dealings, with avoidance of all situations that might give even the impression of being unethical or illegal. The same is expected from the hospitals going for accreditation by CBAHI. CBAHI employees are committed to politely declining any gifts or gratuities offered to them or to a member of their family including spouses, children, and parents when the donor expects something in return, may be attempting to gain an unfair advantage, or influence the manner in which the associate performs his/her job duties. Gifts of nominal value may be accepted as tokens of appreciation or goodwill providing that they are given as a gesture of a professional relationship and do not involve or create the appearance of any commitment towards the survey results or accreditation decisions.

Business lunch, tea, coffee, and snacks during the survey are permitted. Other social gatherings are prohibited and hospitals are encouraged not to offer such to the survey team. Transporting the survey team by the hospital vehicle to and from the survey site is acceptable.

CBAHI's confidential and proprietary business information are safeguarded and utilized only in keeping with the best interests of CBAHI, its obligations to third parties, and the highest ethical and legal standards. Such information is not disclosed to a third party without prior approval of a duly authorized member of CBAHI management upon an acceptable reason.

CBAHI maintains the confidentiality of all data and information of both CBAHI and healthcare facilities in accordance with CBAHI's core values and relevant policies.

CBAHI is also committed to resolve complaints and ethical issues raised by CBAHI employees or client hospitals in order to ensure justice, confidentiality, impartiality, timeliness, and feedback to the complainant.