

7.1.9: Code of conduct handbook exists for students, teachers and academic and administrative staff including the Dean / Principal /Officials and support staff.

- 1. The Code of conduct is displayed on the website**
- 2. There is a committee to monitor adherence to the code of conduct**
- 3. Institution organizes professional ethics programs for students, teachers and the academic and administrative staff**
- 4. Annual awareness programs on the code of conduct are organized**

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CERTIFICATE OF THE HEAD OF INSTITUTION

DR. NARAYANAN PV, BSC, MBBS, MD, DHA

PRINCIPAL

TO WHOMSOEVER IT MAY CONCERN

This is to certify that, our Institution have Code of conduct handbook exists for students, teachers and academic and administrative staff including the Dean / Principal / Officials and support staff.

- 1. The Code of conduct is displayed on the website**
- 2. There is a committee to monitor adherence to the code of conduct**
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PRINCIPAL

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Code of Conduct



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CODE OF CONDUCT HANDBOOK

Background:

Malabar Medical College Hospital and Research Centre is dedicated to providing exceptional medical care, fostering innovative research, and nurturing the next generation of healthcare professionals. To maintain the highest standards of integrity, professionalism, and ethical behaviour, we have established this Code of Conduct.

This handbook outlines the principles and guidelines that govern our actions and decisions. It is designed to ensure that all members of our community, including students, faculty and staff uphold the values that define our institution. By adhering to these standards, we can create a safe, respectful, and inclusive environment conducive to healing, learning, and discovery.

The Code of Conduct serves as a roadmap for expected behaviour and offers a framework for addressing ethical dilemmas and challenges that may arise in our daily interactions and professional responsibilities. It emphasizes our commitment to patient care, academic excellence, and the well-being of our community.

We encourage you to read this handbook thoroughly and familiarize yourself with its contents. Your commitment to these guidelines is essential in upholding the reputation and integrity of Malabar Medical College Hospital and Research Centre. Together, we can ensure that our institution remains a beacon of excellence in healthcare and medical education.



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CODE OF CONDUCT FOR PRINCIPAL

- Should strive hard for the academic growth of the institution.
- Must play a proactive role in implementation of academic programs, designed as per the suggestions rendered by the academic council, conducive to insightful and comprehensive learning. Maintenance of discipline in the institution.
- Should abide to all the rules and regulations issued by Kerala University of Health Science, Kerala State Medical Council, National Medical Commission of India and the Government
- Supervising of university exams, progress of students, and assessment of teacher's ability and maintenance of their service records.
- Must encourage and facilitate research activities in the institution.
- Should hold a dynamic vision and demonstrate commitment for community service.
- Should adhere to unbiased decision-making processes and facilitate an unbiased learning environment in the institution.



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CODE OF CONDUCT FOR HEAD OF THE DEPARTMENTS (HODs)



- HOD is responsible for conducting all academic programmes of the Department as per the norms of Kerala University of Health Science, Kerala State Medical Council and National Medical Commission of India.
- It is the responsibility of the HOD to prepare academic schedules in a manner that promotes comprehensive learning.
- HOD must ensure optimum maintenance of clinical facilities in their respective
- departments in order to provide training to the students as per the norms of Kerala University of Health Science, Kerala State Medical Council and National Medical Commission of India.
- Must assume the responsibility of training and updating the faculty with regard to various departmental activities.
- Should play a proactive role in ensuring proper evaluation of student's performance and take remedial action to improve the performance of slow learners.
- Maintenance of harmonious relations between students and faculty while ensuring discipline and ethical behavior of students.
- Should convene regular faculty meetings to review Academic and research activities of the Department.
- Should facilitate the conduct of department specific workshops and guest-lectures with a view to widen the horizons of knowledge.
- Should monitor students' development and problems through feedback and counselling.

CODE OF CONDUCT FOR FACULTY MEMBERS


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Faculty members must demonstrate commitment and uphold the reputation of teaching profession.

- It is the responsibility of the faculty to keep the teaching schedules updated.



- All correspondence should be channelized through the principal.
- Treat your colleagues with courtesy at all times and avoid open confrontation of any nature.
- Be impartial in your decisions pertaining to the students and staff.
- Being regular and punctual is a reflection of the academic commitment of the teacher.
- All the faculty must follow a formal dress code with aprons.
- Prior approval for leave must be obtained from the Dean / principal channelized through the head of the department. In case of emergency, inform the principal through telephonic communication without undue delay.
- Encourage students to take part in research activities and attend research congregations.
- Be considerate to the students' problems

CODE OF CONDUCT FOR ADMINISTRATIVE STAFF



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Administrative staff must demonstrate commitment and ensure the smooth functioning of the administrative affairs of the institution.



- It is the responsibility of the administrative staff to coordinate with the departments regarding exam schedules, office correspondences etc., through proper channel.
- All correspondence should be channelized through the Dean / principal.
- Administrative staff must treat their colleagues, faculty and students with courtesy and avoid open confrontation under any circumstances.
- Administrative staff must demonstrate regular attendance and punctuality.
- Prior approval for leave must be obtained from the Dean / principal. In case of emergency, inform the Dean / principal through telephonic communication without undue delay

CODE OF CONDUCT FOR NON-TEACHING FACULTY

- All staff members must report to their designated places well ahead of the beginning of clinic / college time.
- Maintaining confidentiality of a patient is a fundamental responsibility. Violation will result in disciplinary action.
- Non-teaching faculty are advised to respect and facilitate the process of care availing by the patients. They should maintain good interaction with students without getting into confrontations with them.



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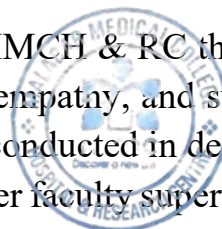
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- Absence without prior approval is not entertained. It is the responsibility of the concerned staff to get approval for leave well in advance

CODE OF CONDUCT FOR STUDENTS

a) Patient care delivery:

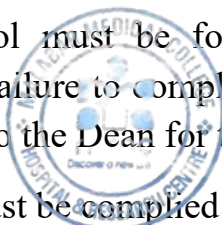
It is the fundamental desire of MMCH & RC that patients seeking care at the institution be given respect, empathy, and support by all the students. All patient interactions must be conducted in designated patient care areas during clinical posting hours under faculty supervision. Patient interactions refer to any clinical activities other than what would be considered secretarial in nature. Faculty supervision implies that the instructor has been informed about what the student is doing and has agreed to supervise the student's failure to comply constitutes a serious offence that will result in referral to the concerned faculty or HOD for disciplinary hearing.



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- All patient related entries in the institution's digital patient record portal must be done under faculty supervision. It is the fundamental responsibility of the student to ensure that the details entered by him/her are accurate, and all entries must be duly approved by supervising faculty immediately. Fraudulent entries or alteration of a record or any other clinic document is considered a serious offence.
- Patient consent must be obtained prior to commencing the treatment.
- Appropriate clinical attire must be worn whenever you are involved in patient care activities. The personal appearance of students is an important contributory factor in the impressions made on patients, members of the public. Therefore, it is the policy of MMCH & RC to maintain guidelines on dress and grooming practices that foster a professional image.
- Professional behavior includes treating patients, classmates, faculty, and staff with courtesy and respect in terms of language and actions. Professional behavior also includes leaving your work area (e.g. cubicle, lab stations) clean and ready for use by the next person.
- The student is responsible for providing timely and appropriate medical care for the assigned patients, including emergency services. The student must be readily available to patient and the clinic staff as necessary. The student must provide patients with instructions needed to obtain emergency care in after hours, and care on holidays and weekends.
- The cubicle cleanliness protocol must be followed at all times and compliance will be monitored. Failure to comply will result in a warning for the first offence and referral to the Dean for the second offence.
- All laboratory safety protocol must be complied with
- As a courtesy to patients, students should speak to them in a language which they understand well. This may be Malayalam, Hindi or English as per the convenience/preference of the patient. This is also important to ensure that the patient understands what clinical advice is given to them and to obtain their consent. The medium of instruction is English language



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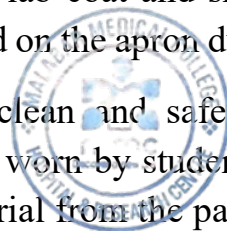
and students and faculty are advised to communicate with each other in English language.

b) Academics:

- It is mandatory for every student must have minimum attendance in both practical and theory respectively as stipulated by the university.
- It is expected from students to be proactive in the learning process and demonstrate academic excellence.
- Students must obtain approval for leave from the heads of the concerned departments Principal well ahead. In case of emergency, the student is expected to explain in writing to the head of the concerned departments the reason for his/her absence.
- Repeated absence with no prior approval will result in disciplinary action.

c) Personal appearance:

- Personal appearance reflects the professional image in the facilities of health care delivery. Dress and grooming should be appropriate for an individual's duty and meet acceptable standards of cleanliness and safety. While attending the clinics, all the students must wear scrubs in the color designated for their program(phase). Clothing should be in good condition, unwrinkled, well sized. A clean lab-coat and shoes must be worn in the laboratories. ID must be displayed on the apron during their academic time.
- Jewellery, if worn, should be clean and safe and appropriate for the environment. Dangling jewellery worn by students who work in clinics is unsafe and carry infectious material from the patient hence, should not be worn. Tattoos, if any, are to be covered by clothing if possible. Colognes, perfumes and aftershaves should be applied minimally if at all.
- Personal hygiene is very important. Hair should be clean, neatly arranged, safe and appropriate for the assigned duties. In the clinics and laboratories, hair longer than collar length must be pulled back and secured. Beards,





moustaches must be clean, neat and trimmed. Students' personal hygiene and appearance will be rated as part of the clinical performance evaluation.

- In cases where dress or hygiene standards are not satisfied, HOD has the authority to take appropriate actions, including warnings and denial of access to clinics and laboratories. Students who repeatedly do not comply with the dress code may lose clinic privileges.

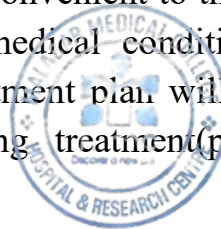
d) Effective communication with the patient:

Welcome the patient. Engage the patient with introductory questions/comments such as: "How did you find out about the college?" "Are there specific reasons why you came to MMCH & RC?" "Do you have any immediate medical problems?", and introduce yourself as a part of the team assigned to take care of all their medical problems. Compliment them on their interest in taking care of their health.

- Review the benefits and inconveniences of coming to MMCH & RC for medical care.
- Explain the team treatment approach (student undertakes treatment under faculty supervision, and ancillary assistance wherever required). More senior students (e.g., interns, postgraduates) perform more advanced procedures.
- Explain how their treatment will commence in Malayalam/English/Hindi or any other language which is convenient to the patient. It begins with a complete evaluation of their medical conditions (History taking and examination). A sequential treatment plan will be presented along with estimated fees prior to starting treatment (presentation of approved treatment plan).

e) Gaining patient's confidence:

- Be on time, Be well-groomed and professional in your demeanor.
- Introduce yourself at the first encounter with a warm and courteous greeting.





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- Greet your patient respectfully, usually by Shri/Smt/Mr/Mrs/Sir/Madam.
- Treat your patient like any other person you would like to get to know.
- Find out about the individual, family, hobbies, etc, and not just the health problems.
- Ask for and listen to the patient's complaints and concerns.
- Write them down; make certain you address the concerns or complaints on
What items are most important to them? What options can you provide to meet them?
- Return calls promptly.

Sanctions for non-adherence will depend on the frequency and severity of the breach of code of conduct by the students. Possible sanctions include a verbal warning, written warning, or referral to the department head for disciplinary action. If a student wishes to appeal a sanction imposed on him/her, he/she can request direct referral of the case to the principal.



A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke.

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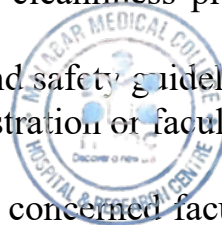
CODE OF CONDUCT STATEMENT – STUDENTS

The following is the code of conduct for the students of MMCH & RC. This code was developed with inputs from the administration, faculty and students with the aim of defining the values and principles that are shared by students, faculty, and administration.

Academic and professional ethics:

I will:

- Treat faculty, fellow-students, patients, and staff in a professional, courteous, and respectful manner.
- Adhere to the patient rights, including respect for patient confidentiality.
- Maintain the confidentiality of internal and external professional examinations taken during my enrolment in the Undergraduate/Postgraduate program. I will not reproduce, share or use unauthorized/unreleased examination content through memorization, recording, or posting of questions, or answers in any format
- Attend clinical work/appointments well prepared, appropriately dressed and with the necessary armamentarium.
- Adhere to the specific code of conduct described here.
- Adhere to clinic and laboratory cleanliness protocols established at the college.
- Comply with infection control and safety guidelines of the college
- Consult a member of the administration or faculty if I am unsure that I am following college policy.
- Report unethical behavior to the concerned faculty, the course in-charge, or to the Dean.




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As I enter the profession of Medicine, I am aware of the ethical, moral, and professional standards I am expected to uphold. My signature indicates that I agree to abide by all of the provisions of this code as well as the professional conduct code herein and to appropriate student conduct and discipline in general. I understand that a violation of this ethics code shall constitute a violation subject to discipline under the MMCH & RC policy on student conduct and discipline.

Signature Date
Student's Name

Roll. Number.



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CODE OF CONDUCT FOR PATIENTS

The Malabar Medical College Hospital and Research Centre is dedicated to delivering top-notch healthcare and creating flourishing, healthy communities. In all of our venues, everyone should expect a safe, compassionate, and inclusive atmosphere. Our patient code of behavior aids us in achieving this objective. Disrespectful, aggressive, harassing, or discriminating language or behavior is not acceptable, nor is failing to adhere to a professional's advice about health care. The following are not permitted during treatment, on campus, or when speaking with staff:

1. Offensive comments on a person's gender, sexual orientation, caste, religion, accent, or other personal characteristics.
2. Refusal to visit a clinician or other staff member based on caste, creed and gender or other personal characteristics
3. Verbal and physical abuse and threats
4. Sexual or obscene language or deeds
5. Interfering with another patient's experience or treatment
6. Ignoring a doctor's instructions or prescription, skipping appointments repeatedly, and blaming the results.
7. Loud talks in the stairwell and patient waiting area
8. Leaving kid's unsupervised while on campus.
9. Blocking the elevator or packing it too full.



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If there are any issues or violations that arise during therapy, patients are asked to meet with the dean or the front office so that the appropriate measures can be implemented.

ANNEXURE I

UNIFORM AND DRESS CODE POLICY

PURPOSE

To have a set of standards for employees with regards to grooming and attire accepted at all institutions under Sree Anjaneya Medical Trust. The same is very important as it presents a visual image and sends a message to the external and internal customer as well as the associates on many aspects including professionalism of the employee as well as the organization.

SCOPE

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- Malabar Medical College & Hospital & Research Centre
- Sree Anjaneya Institute of Dental Sciences
- Sree Anjaneya College of Nursing
- Sree Anjaneya College of Paramedical Sciences
- Sree Anjaneya School of Nursing



RESPONSIBILITY

HR department/ Functional Heads

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UNIFORM POLICY

1. DESCRIPTION:

Guidelines for the issue of uniforms to such staff who are eligible for this privilege:-

- Two sets of uniforms, with immediate effect may be arranged for all eligible employees. (Annual Eligibility)
- In the subsequent years another 2 sets of uniform will be issued.
- In the event, any category of employee is leaving the service within 6 months from the date of issuing uniforms, the full cost of the 2 sets of uniform may be recovered in the final settlement, if found appropriate.
- If any employee leaves the service after 6 months and within 1 year of issuing the uniform, 50% of the actual cost may be recovered, if found appropriate.

2. ELIGIBILITY:

Employees in the Category of Nurses, Nursing Assistants, Front Office Staff, Housekeeping Staff, Maintenance staff in the category of Electrician, AC Technician, Plumber, etc. will have full uniform as per the design approved by the Uniform Committee. All Technicians working in Lab, Cathlab, CSSD, etc. will have half coat and Doctors/Faculty will also have Doctors Coat with Institution logo .

3. UNIFORM COMMITTEE:

Uniform Committee will consist of Head of Nursing, Head of Operations, Head of HR and Medical Director/Medical Superintendent and other senior Managers of the Medical College Hospital.



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DRESS CODE & GROOMING POLICY

DRESS CODE AND GROOMING:

A. Hair Style

1. All

- Hair has to be well combed and non -oily at all times.
- Hair should never come over the face during work.
- Unnatural hair colors are not permitted.

2. Ladies

- Shoulder-length hair has to be tied neatly in a ponytail or bun.
- Short hair (shorter than shoulder length) can be left loose. If left loose, make sure to avoid hair from coming on the face/ distract during the job.
- For employees working in a clinical set up it is mandatory for hair to be put up at all times in a bun where the hair is longer than shoulder length.

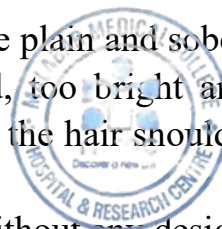
3. Gentlemen

Hair should not be excessively gelled or spiked.

Hair should always be short and well-trimmed. Side burns should not be below the ear lobes.

B. Hair Accessories

- Hair accessories should be plain and sober in color. Hair bands should not be too broad, too bright and without any fancy designs. Rubber bands for the hair should be plain in color and design.
- Plain metallic hair pins without any designs are allowed.
- Hair clips should be plain in color and should have no fancy designs (gems, flowers etc.)
- Hair accessories should not interfere or cause a distraction while working.





C. Facial & Visible Hair

1. Ladies

- Facial hair on the upper lips or jaw line should not be prominently seen.
- Eyebrows should be well maintained at all times.

2. Gentlemen

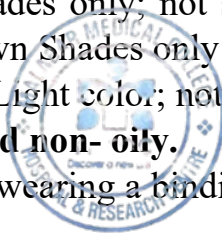
- Clean shaved look should be maintained at all times.
- Moustache/ French beard should be well trimmed and till the corners of the mouth at all times when on duty. Beards should be trimmed and well maintained.
- The employee must get a special approval written and signed from the HOD and HR if employee is growing beard for religious purposes.

D. Makeup & Cosmetics

Tattoos on visible areas are not permitted for men and women.

1. Ladies

- Minimal make up should be applied. Shades complimentary to the natural color of the skin are recommended. Avoid extreme make up styles.
- **Lip Shades:** Lip shades should not be too bright, shimmery or glossy.
- **Eye Make - up:** Light shades only; not shimmery. Mascara and Eye Liner: Black/Brown Shades only
- **Blush- On:** Natural color/Light color; not shimmery/glossy
- Maintain the face **fresh and non-oily.**
- Due to cultural reasons, if wearing a bindi is mandatory then a small bindi is allowed.
- Mild fragrances (perfumes/ deodorant sprays) should be used. Please avoid strong perfumes that can cause allergy or nausea to any person in the environment.



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2. Gentlemen

- After-shave gels or lotions should not be too strong.
- Mild fragrances (perfumes/ deodorant sprays) need to be used. Please avoid strong perfumes that can cause allergy or nausea to any person in the environment.
- Non- Oily and fresh appearance to be maintained at all times.

E. Hands & Nails

1. Ladies

- Medical staff should maintain short, trimmed nails without nail polish at all times.
- Non-Medical staff should also maintain trimmed nails.
- Nail polish must be chip free and only shiner (transparent nail polish) and French manicures are allowed. Glittery and shimmery nail polish is to be strictly avoided.
- Fingernails should be trimmed and in clean condition at all times. Acrylics/ artificial nails/ nail arts are strictly not allowed.

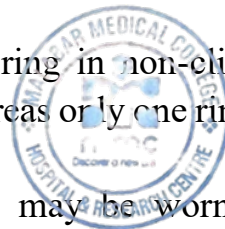
2. Gentlemen


- Fingernails should be trimmed and in clean condition at all times.
- No nail polish is allowed.

F. Jewelry & Accessories

1. All

- Rings are limited to one ring in non-clinical areas excluding wedding ring. In clinical areas only one ring (including wedding ring) is allowed.
- Religious gemstone rings may be worn after taking written permission from immediate supervisor.
- Watches should be conservative in design. Strap watches or steel bodies are allowed. Colors are limited to black, brown and metallic silver/grey / gold
- A single and simple bracelet/bangle without dangles can be worn in non-clinical areas. To be avoided in clinical areas.




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- Belts should have a simple buckle and design. The color of the belt should preferably match with the color of the shoes. Belts should be black or brown in color.
- Eyewear has to be simple and conservative. Fancy designs and colors are not allowed.

2. Ladies

- An employee's jewelry should not interfere with the job or distract others (sounds) e.g. glass bangles, anklets etc.
- Employees should not wear jewelries that dangle away from the body.
- Employees can wear small ear studs/rings. Danglers are not allowed.
- Not more than two piercings per ear is allowed.
- Nose rings and other facial piercings are strictly not allowed.
- One neck chain with simple design can be worn in non-clinical areas. In clinical areas only mangalsutra is allowed.

3. Gentlemen

Ear piercings are not allowed.

G. Employee Identification

- Each employee will be provided with Employee ID card (with name and designation). It is mandatory for all the employees to wear the ID card in a visible manner while on duty.
- Employee ID card needs to be well maintained. If a card is lost and needs to be replaced the HR Department will notify the employee of the respective charges he/she needs to pay to get a new card.

H. Uniform

1. All employees wearing Uniforms

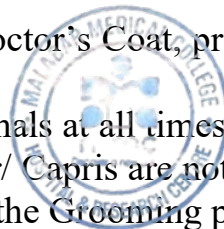
- Uniforms should be clean, well pressed and well fitting.

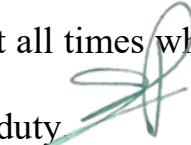


- Alteration of Institutional uniforms, which go against the Institutional policies for grooming and dress codes, are not permitted.
- Uniforms are to be washed/dry cleaned/changed daily or as soon as stained in order to be kept up to the required cleanliness standards.
- Nurses need to wear black shoes along with black socks.
- All our hospital employees who are directly involved in patient care, need to change their uniforms preferably in the hospital itself.
- Ideally, this will help us to ensure hygiene and infection control mechanisms.
- All Technicians and those who are in clinical area, but not wearing uniform are expected to wear white coat while on duty.
- Employees are responsible for ensuring that they wear the correct and complete uniform, to departmental standards, and that their garments are in good condition.
- Rolling up of collar and sleeves is strictly prohibited unless during a medical procedure to avoid disturbance to the process or patient.
- If jackets are a part of the uniform, they must be worn at all times.

2. All Employees wearing Uniforms – Doctors

- Doctors need to wear a Doctor's Coat, preferably at all times when on duty.
- Doctors need to wear formals at all times when on duty.
- Jeans/ Shorts/ Denim wear/ Capris are not allowed when on duty.
- Doctors need to adhere to the Grooming policy at all times when on duty.




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3. All Employees not wearing Uniforms



- Employees handling Institutional clients (external and internal customers: job applicants, potential customers, vendors), Managers and above have to wear formals at all times.
- If you are wearing a suit make sure the jacket and trousers are of the same design and material.
- Loud and flashy colors are not recommended for office wear.
- Shirts with stripes/ designs should match with plain trousers.
- Avoid wearing shirts with big checks.
- Jeans/ Shorts/ Denim wear/ Capris/low waist are not allowed when on duty.
- Cardigans should be plain and should not have any designs or frills on them.

Ladies

- Low neck costumes should be avoided.
- Loud and flashy colors are not recommended for office wear.
- Always wear a clear inner slip when shirts of light colors are worn.

Covered Ladies

- For covered ladies, head scarves of simple patterns and designs are allowed. Scarves of net designs, fancy decoration attached to the hems and flashy designs are not permitted.



Sarees for non- uniformed employees

- Sarees should be sober. Big floral or flashy prints are not allowed. Transparent material is not allowed.

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- Deep neck designs are not allowed. Back neck should not be deep. Sleeveless and cap sleeves' blouses are not allowed.
- Sari has to be neatly draped over the shoulder where it should be pinned in a pleated manner.
- Sarees should not have fancy borders or danglers attached to them.

All Employees not wearing Uniforms

Churidars / Kurta for non- uniformed employees

- Churidars / kurta need to be simple in design. Big floral or flashy prints are not allowed. Transparent material is not allowed.
- Deep neck designs are not allowed.
- Length of the Churidhars / Kurta should be minimum up to knee level especially while wearing leggings and Chudi bottoms.
- Shawl while worn has to be draped neatly.

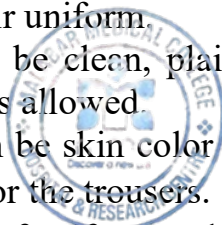
I. Footwear Guidelines

- Shoes must be unbroken, clean, polished and in good condition at all times.
- Uniformed employees must wear the shoes advised by the management as part of their uniform.
- Hosiery and socks should be clean, plain, in good condition and changed daily. No design is allowed.
- The color of the socks can be skin color or should match with the color of the shoe or the trousers.
- Sports shoes, unless a part of uniform and open shoes are strictly not allowed on working days.

If footwear is not specified as part of uniform:

1. Ladies

- Fancy chappals/ shoes and flip flops are not allowed.



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- Heels can be up to a maximum of 5 cm in height.
- The chappals/ sandals style should be simple.

2. Gentlemen

- Only Executive shoes are allowed with no metal stud underneath the shoes.

Any failure in Adherence to our Uniform & Dress Code/Grooming Policy will lead to disciplinary action. The Immediate supervisor or HR Head is authorized to issue a warning to an employee who violates any policy from the grooming guidelines. Any violation has to be communicated to the HR Dept. who will document it in the employee's records.



A handwritten signature in blue ink, appearing to read 'Dr. Narayanan P.V.'.

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