Choose a path in the right direction by using Northern Light Health Code of Conduct as your guide. Northern Light Health professional guidelines will help you make the right decisions.
Northern Light Health Code of Conduct

The essence of our mission — the singular goal of everything we do – is to maintain and improve the health and well-being of the people in our communities through high quality, cost-effective care. We recognize that our conduct either contributes to or detracts from realizing our mission.

The term “conduct” refers to our behavior both while at work and while out in the community. This code of conduct outlines expected behaviors that we agree will help us achieve our mission. Our organization will act ethically, honestly, and in conformity with all the laws and regulations that affect us. In turn, our organization expects its employees, medical staff, board members, volunteers, students, and vendors to behave in accordance with this code.

Please note that the standards in this code are rooted in, and serve to complement, our values: Integrity, Respect, Accountability, Innovation, Passion, and Partnership. Both your organization and Northern Light Health have policies and procedures, as well as other resources, which cover these and other related subjects in greater detail. If you have questions, you should speak to your supervisor, your compliance officer, or the Northern Light Health vice president and chief compliance and internal audit officer, or call the compliance hotline at 1-866-621-2122.

We all have a duty to follow this code of conduct and voice concerns whenever we are aware of anything that violates the code, or any policy, law, or regulation. Northern Light Health does not retaliate—or tolerate retaliation—against anyone for reporting in good faith an actual or potential violation of this code of conduct, or any policy, law or regulation, or for participating in an investigation of an alleged violation.

Honesty and Integrity
We act with the highest standards of honesty and integrity and we will speak out when others do not. This means that we do what is right regardless of our role or job responsibilities.

Respect for Others
We treat everyone with dignity, courtesy, and respect so that they feel welcomed, comfortable, understood, valued, and supported.

Dear Colleagues,

We recognize that our mission, vision, and values are the foundation for the quality care and service we provide to our communities. The Northern Light Health Code of Conduct derives from our mission, vision, and values and inspires each of us to make the right decisions when faced with difficult choices. The code of conduct also supports our commitment to conduct our activities in full compliance with all federal, state, and local laws and regulations.

The standards in our code of conduct are derived from our values, so should be familiar to us: honesty and integrity; respect for others; ethics; accountability; privacy and confidentiality; legal and regulatory compliance; and safe and healthy working environment. These are the standards that guide our work. We all have a professional obligation to uphold these standards and the policies and procedures that flow from them.
It is important that employees and others working with us in our organizations clearly understand the expectations these standards set for us and are able to seek guidance if they have questions or concerns about individual or entity behaviors or actions. There are many resources to help you. If you are comfortable with speaking to your supervisor, please do so. If not, you may contact your organization’s compliance officer or your Human Resources director. If these resources are unavailable, or you feel these resources cannot effectively address your concerns, please contact Northern Light Health Compliance and Internal Audit at (207) 973-5100. Finally, you may call a 24-hour compliance line at 1-866-621-2122 or file a compliance line web report by going to the Northern Light Health intranet and clicking on “compliance reporting” at the bottom of the page. Your compliance line call or web report is received by a third party vendor so your anonymity can be assured.

We’re here for you.

By fostering an open-door policy, encouraging our staff to raise concerns, and listening to and addressing these concerns, we demonstrate our commitment to our mission, vision, and values and the Northern Light Health Code of Conduct.

No person will be retaliated against for reporting a compliance problem or concern in good faith either through the compliance line or through any other appropriate channel.

Leaders, managers, and supervisors have a special responsibility to maintain our compliance program. By fostering an open-door policy, encouraging our staffs to raise concerns, and listening to and addressing these concerns, we demonstrate our commitment to our mission, vision, and values and the Northern Light Health Code of Conduct. Thank you for your dedication and hard work on behalf of our organizations and our communities.

M. Michelle Hood, FACHE
President and CEO
Northern Light Health
Compliance Hotline

Compliance Hotline: 1.866.621.2122

Compliance Hotline Web Allegation Form: go to the Northern Light Health intranet and click on “compliance hotline reporting” at the bottom of the page.

Reports made to the compliance hotline or using the web allegation form are received by a third-party vendor. After completing your report, you will be given a personal identification number (PIN) and report number. Use these to get information about the status of your report. All reports are investigated by Northern Light Health and member organization compliance officers.