



OTHER STANDARDS FOR VENDORS AND PEOPLE WORKING ON BEHALF OF MAYO CLINIC

Professional Visitor and Observer Confidentiality Agreement

Unless authorized by Mayo Clinic you are not to access, use or disclose confidential information regarding patients, employees and business operations. Professional Visitor and Observer Confidentiality Agreement (form MC2570-38) must be completed by anyone who has not completed the Mayo Clinic HIPAA training. The agreement must be completed and returned to your host prior to beginning any activity.

False Claims Act (Deficit Reduction Act)

Mayo Clinic devotes many resources to preventing and correcting billing errors to Medicare, Medicaid and other payers. Anyone who suspects that billing errors are occurring has an obligation to report these to management or the Integrity and Compliance Office. Individuals who report in good faith will be protected from retaliation.

Intellectual Property

Business partners, contractors, vendors and people who work for/on behalf of Mayo Clinic agree that any and all rights to any inventions, copyrightable materials, trade secrets or other intellectual property arising from its work with Mayo Clinic shall belong solely to Mayo Clinic. Your Mayo Clinic host may require you to execute an Intellectual Property Agreement (form MC5698-01) or a 3rd Party Services Agreement acknowledging this understanding.

Alcoholic Beverages

Bringing or serving alcoholic beverages on a Mayo Clinic campus is strictly prohibited.

Smoke-Free Environment

Smoking is not permitted in any campus buildings or on the campus grounds

Imaging, Recording and Transmitting Devices

These devices are NOT allowed in procedural areas, operating rooms or patient care areas.

COMPLIANCE RESOURCES

Mayo Clinic Integrity and Compliance Office
507-284-4337

Mayo Clinic Legal Department
507-284-2650

Medical-Industry Relations
507-266-6286

Conflict of Interest Review Board
507-284-0075

There are two ways to report concerns anonymously and confidentially. Both are available 24 hours a day, all year.

1. **Call the Compliance Hotline at:**
1-888-721-5391 (toll-free)
2. **Go online:** [MayoClinicComplianceReport.com](https://www.mayoclinic.com/compliance-report)

[mayoclinic.org](https://www.mayoclinic.org)

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Guidelines

for Professional Visitors and Observers,
Contractors, Non-Employees and
Other Representatives



WELCOME TO MAYO CLINIC

While visiting and working on behalf of Mayo Clinic we ask you to uphold the same high standards of ethical behavior, integrity and professionalism that are required of Mayo Clinic employees.

The following information is provided to help explain Mayo Clinic's standards and expectations.

Mission

To inspire hope and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.

Primary Value

The needs of the patient come first.

Value Statements

These values guide Mayo Clinic's mission and are an expression of the vision and intent of our founders, the original Mayo Clinic physicians and the Sisters of Saint Francis.

- Respect
- Compassion
- Integrity
- Teamwork
- Excellence
- Innovation
- Stewardship
- Healing

CODE OF CONDUCT

All Mayo Clinic business partners, vendors and people who work on behalf of Mayo Clinic are expected to comply with the Code of Conduct and its underlying policies and procedures. Contact information is listed on the back.

There are nine areas of conduct covered in the Mayo Clinic Code of Conduct. For more information about each of these areas, contact the Mayo Clinic Integrity and Compliance Office.

1. Prevent unethical or unlawful behavior
2. Avoid situations in which one's personal interests could conflict, or reasonably appear to conflict, with the interests of Mayo Clinic
3. Mayo Clinic assets are to be used solely for the benefit of Mayo Clinic and must be returned upon termination of your role at Mayo Clinic
4. Mayo Clinic suppliers and contractors are prohibited from:
 - Offering any form of kickback or rebate to employees
 - Creating pressure for reciprocity
 - Offering personal gifts or entertainment
 - Bringing food or having food delivered to any Mayo Clinic location
5. Mayo Clinic books and records are to accurately reflect transactions
6. Mayo Clinic is prohibited from conducting political activities
7. Mayo Clinic is committed to providing a safe and healthy workplace for its employees and visitors

8. Mayo Clinic is committed to upholding federal and state laws prohibiting discrimination
9. Mayo Clinic patient records must remain confidential in accordance with Mayo Clinic policies, applicable laws and regulations. Mayo Clinic's confidential and proprietary information and trade secrets must be safeguarded.

A) Protected Health Information (PHI) is intended to be used in the course of treatment, for research, for education and for other institutional purposes in accordance with the Health Insurance Portability and Accountability Act (HIPAA) regulations and any other regulatory or legal standards.

B) Mayo Clinic's confidential and proprietary information and trade secrets guidelines include:

- Discuss proprietary information with others only on a need-to-know basis
- Disclose proprietary information to persons outside of Mayo Clinic only in conjunction with the Legal Department
- Be vigilant about inadvertently discussing confidential information or trade secrets