

ANNEXURE A CODE OF CONDUCT

iCAN MEMBERS COMMIT TO THE FOLLOWING CODE OF CONDUCT AS A BASIS FOR ADMISSION AND CONTINUED MEMBERSHIP. THE PROTOCOLS BELOW MAY BE AMENDED OR EXPANDED UPON, ON NOTICE TO THE MEMBER. THE MEMBER SHALL UNDERTAKE TO BE BOUND BY AMENDMENTS TO ANNEXURE A. AMENDMENTS ARE AFFECTED BY GENERAL RESOLUTION.

Members should always act in the best interests of their patients and maintain the highest standards of personal conduct and integrity. The Code of Conduct of iCAN specifies professional behaviours that allow for the proper discharge of audiologists' responsibilities to those served, and that protect the integrity of the profession, in accordance with the regulator (HPCSA) guidelines.

1 Duties to Patients

- Performance of duties to remain exclusively within the practitioner's scope of practice.
- Providing hearing and balance services are to be provided in a safe and ethical manner, including provision of standard infection control, avoiding placing patients at risk if diagnosed with an infectious medical condition; never providing hearing services under the influence of alcohol or unlawful substances; and maintaining appropriate professional behaviours of sobriety. Sexual misconduct or intimate behaviour is inappropriate.
- Provision of hearing or balance services for any individual with a physical or mental impairment is to be done in a careful and safe manner.
- The dignity, privacy and rights of the patient are paramount. Services are provided in a respectful manner and no discrimination is acceptable within the role of one's professional capacity.
- Services are never unfairly withheld and are always delivered to the best of the ability of the practitioner and in accordance with service guidelines of the HPCSA.

2 Commitment to competence and science

- Maintain knowledge and clinical competence.
- Be confined to the documented scope of practice.
- Use all available resources to provide optimum outcomes.
- Exercise responsibility to protect patients from harm during management.
- Remain familiar with and follow best practice guidelines as outlined by global best practices (insofar as possible, related documents will be provided to all members).

- Ensuring that any practitioner or student of the practice is adequately supervised if supervision is required.

3 Provision of services and products

- Only provide that which is in the best interests of the patient.
- Avoid unjust reward or remuneration that exceeds what is reasonable.
- Any discounts or benefits obtained by virtue of membership to the Network can be allocated at the discretion of the practice, but members are reminded of their ethical duties to their patients as contained in the HPCSA Ethics & Good Practice Guidelines.
- Avoid engaging in anything that leads to a conflict of interest, including the provision of choices in products (at least two brands).
- Ensure that equipment is annually calibrated.

4 Provision of accurate information

- Provide informed consent for all services.
- Ensure that patients participate in their own healthcare decisions. In this respect we commit to completing the “Inspired by Ida” course focusing on patient-centred care principles.
- Provide honest information regarding diagnosis, management, and outcomes.
- Do not mislead in all communication, including, to the public.

5 Documentation

- Maintain accurate records.
 - Maintain knowledge of the guidelines and regulations and commit to compliance with all legislative bodies of the country.
 - Displaying the code of conduct in practices and providing patients with an avenue to submit a report or complaint.
 - Maintaining active professional indemnity coverage
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