

***Genesee County Medical Control Authority***

System Protocols  
PROFESSIONAL CONDUCT

**Professional Conduct**

The Genesee County Medical Control Authority has earned a reputation for quality and service. It is the expectation that all Genesee County EMS personnel conduct themselves in a professional manner, representative of the integrity, compassion, privacy, consistency, and quality that fosters patients' health and optimal outcomes.

In keeping with this philosophy, every agency operating within Genesee County must develop an internal policy on professional conduct that addresses the following items:

- **Communication**
- **Courtesy/Compassion**
- **Confidentiality**
- **Discrimination**
- **Eating**
- **Honesty**
- **Identification**
- **Insubordination**
- **Neglect of Duty**
- **Personal Appearance**
- **Photography**
- **Policy and Procedures**
- **Quality Improvement Collaboration**
- **Safety and Security**
- **Telephones**
- **Undesirable Conduct**