

POLICY TITLE: Patient Gifts

Responsible Department: Human Resources

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Review Date:

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SUMMARY & PURPOSE:

To provide guidelines for situations where patients or their families wish to provide a gift to an employee. Services to patients should always be given promptly and graciously. No patient should ever feel it is necessary to offer tips or gratuities in order to receive the care or service to which he or she is rightfully entitled.

POLICY:

On occasion, patients or visitors may wish to express their gratitude for care or services provided by giving a gift. We believe in high quality patient care and courtesy from all our employees therefore, you are expected to tactfully decline such offers of tips or cash gifts from patients or their families. In the event a patient or family member wishes to make a cash contribution, they must be referred to the Baptist Health Foundation.

SCOPE/APPLICABILITY:

This policy applies to all BHSF employees

PROCEDURES TO ENSURE COMPLIANCE:

1. Unsolicited non-cash gifts of a nominal value may be permissible.
2. Employees may not accept cash gifts, gift cards, gift certificates or any other monetary equivalent gift from patients or family members. Donations can be made by the patient or family member to the Baptist Health Foundation if desired.
3. It is acceptable for the department or clinical unit to receive modest perishable gifts such as flowers, box of cookies, or similar food items to be shared by the department.
4. Solicitation of these items is unprofessional conduct and actions of this sort will result in disciplinary action.

SUPPORTING/REFERENCE DOCUMENTATION:

N/A

RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:

- BHSF Administrative Policy – Audit and Compliance
 - 819 Code of Ethics
 - 827 Employee Conflict of Interest

ENFORCEMENT & SANCTIONS:

Violations of this policy may be referred to the appropriate HR management level. See HR policies 5250 and 5300 for applicable sanctions.