

## Types of AlertLine Calls

Call AlertLine to ask questions, express concerns or report suspected improper actions related to the following:

- Breach of any standard outlined in the Code of Conduct
- Medicare, Medicaid and other third party payer fraud or abuse
- Quality of care and patient safety concerns
- Breach of confidential patient, employee and organizational information
- Violation of Federal, State or other third party reporting requirements
- Coding and billing concerns
- Sexual harassment and work place violence
- Health, safety or environmental concerns
- Potential conflicts of interest
- Unlawful agreements or contracts
- Violations of the social media or cell phone policies
- Concerns regarding extending or receiving business courtesies
- Accuracy, retention and disposal of documents and records
- Work place conduct concerns
- Sanctioned employees and providers.



# ALERTLINE

1-800-954-9418

*Living Our Values*



Faxton St. Luke's Healthcare | St. Elizabeth Medical Center



### **A Commitment to Ethics**

As a member of the Mohawk Valley Health System (MVHS) family, there are moral, ethical and legal standards that you are expected to uphold.

Our goal is to provide an environment where patients feel valued and cared for, and employees enjoy a sense of importance, involvement and empowerment. This kind of atmosphere, one grounded in honesty, integrity and respect, directly contributes to our combined success as the leading healthcare organization in the Mohawk Valley.

AlertLine is a confidential way to report any work-related activity that may not live up to the high ethical commitment of our values, business practice policies, the law, or regulations and standards set forth by government and accrediting agencies.

### **Why is AlertLine important?**

Work-related incidents caused by dishonest or unethical behavior costs billions of dollars every year across the United States. Because of such losses, many healthcare organizations are forced to cut back in areas such as hiring, wages and benefits, new equipment, and program expansion.

Your call to AlertLine helps reduce work-related incidents and improves both our work environment and financial well-being.



### **Personal Responsibility**

Doing the right thing, telling the truth and treating everyone with respect are principles that lie at the heart of our approach to healthcare. As a member of the MVHS family, you have a responsibility to ensure that your conduct reflects these ethical commitments.

You may find yourself faced with situations in which the right course of action is unclear. To help you make the right decisions, our organization has created a Corporate Business Practice Compliance Program that maps out a process and guidelines for ethical behavior in business practices.

### **MVHS Compliance AlertLine (1-800-954-9418)**

If you have a question about what is proper in a given business situation or a concern that an improper action may have occurred, please address the situation with your supervisor, human resources staff or the corporate compliance officer. If you prefer to raise your concern outside of the standard internal communication process, you may call the MVHS Corporate Compliance AlertLine.

### **Do I have to give my name?**

No. You may give your name if you want, but you are not required to identify yourself. No one will know you called unless you tell them.

### **Who answers AlertLine?**

An independent third party communications specialist who has no affiliation with MVHS or its affiliates answers calls to AlertLine. The specialist is trained to handle each call in a confidential manner.

### **What happens when I call?**

The communications specialist will ask a series of questions following the 'who, what, when, where, why and how' format to determine a description of the situation or concern. Based on the information you provide, the communications specialist will prepare a written report that will be forwarded to our corporate compliance officer.

### **How do I check the status of my AlertLine call?**

The communications specialist will assign you an individual code number designed to protect your confidentiality. After an agreed upon time, you can contact AlertLine, tell them the code number, and the communications specialist will notify you of the status of your concern.

### **When can I call?**

You can call AlertLine at any time on any day. An AlertLine communications specialist is always available to take your confidential call.