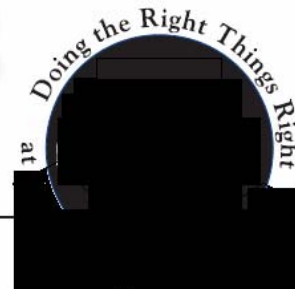


# COMPLIANCE

## *The Basics*



### *The Right Thing*

At [REDACTED], we need to earn the trust of our patients and the respect of the communities we serve. To help us do that, [REDACTED] has a Compliance Program and Standards of Conduct. This information sheet provides the main things you need to know about compliance at [REDACTED].

### *Frequently Asked Questions*

#### ○ What is compliance?

Compliance just means following the rules. It means we understand and comply with all the laws and policies that apply to [REDACTED].

#### ○ Who is responsible for compliance?

Everyone. This includes every employee, board member, administrator, physician and volunteer, as well as those with whom we do business (i.e. third-party consultants and vendors).

#### ○ How do I know which rules to follow?

The Standards of Conduct give an overview of all the laws and rules we are expected to follow in patient care, business, research, and education. It tells us what is "the right thing to do" in some common situations.

#### ○ How can I get a copy of the Standards of Conduct?

New employees receive their own copy of the Standards at orientation. At that time, the Corporate Compliance Coordinator will explain the Standards and give examples of how it applies in real life. All other employees may call the Compliance Office if they have not received a copy.

#### ○ What if I think a law or policy is being broken?

If you suspect that someone is doing anything that violates the Standards of Conduct, you must report it (i.e., harassing a co-worker, using the wrong codes to bill for patient care).

### *How to Report Compliance Violations*

- Report violations to your supervisor. If you feel uncomfortable talking with your supervisor, contact other managers up the chain of command (i.e. your supervisor's supervisor).
- Or, contact the Compliance Office.
- If your problem is not resolved, or, if you want to report a violation anonymously, call the **Compliance Hotline**: [REDACTED]

