

How to direct questions and report concerns: the 3-step process

Our associates have a duty to report promptly and in good faith any potential violations of law, regulations, policies, procedures or the Mercy Health *Standards of Responsible Conduct*. In many cases, we have processes in place to resolve concerns or obtain answers to questions (for example, HR or Occupational Health). The Corporate Responsibility Program builds on those processes. We encourage you to use existing processes when you can. We realize that no single resource can answer every question or issue. So, we created a three-step process to help resolve issues, answer questions or report concerns or possible violations.

1. If we have no process to address your concern or question, first talk with your supervisor or other managers in the organization. They may help you or refer you to others who can. Other resources include our Human Resources staff (for issues about work conditions, discrimination or harassment); security staff (for issues about physical security, theft or abuse of property); and Quality Assurance or Risk Management staff (for clinical or regulatory concerns).
2. If the staff cannot help you, or if they are not a suitable resource for your concern, contact your Corporate Responsibility Officer. Each Mercy Health market has a CRO who can help you. If you still cannot resolve your concern, contact the Mercy Health Vice President and Chief Corporate Responsibility Officer. The names and phone numbers for CRO contacts are made available with this booklet.
3. If the issue or question is still unresolved, or if you want to report a concern anonymously, call the 24-hour Mercy Health ReportLine at 1-888-302-9224 or log on to www.mercyhealthreportline.com to file a report using the Make a Report link. You may make a report without giving your name if you choose.

