Presence Health[SM]

How do I file a report?

The Presence Health Compliance Line is designed to maintain your confidentiality and anonymity. The following step-by-step instructions will guide you through the process available to submit a report.

Step 1: Access the Presence Health Compliance Line to report

Use any of these three convenient methods to report an incident:

Toll-Free Phone	PH Intranet	Public Internet
Call the toll-free PH Compliance Line at **855-737-3755**. An intake specialist will assist you with entering your report into the PH Compliance Line.	Click on the "***Make a Report***" logo. You will automatically be connected to the PH secured landing page.	From any computer with an internet connection (home, public library etc.), go to http://presencehealth.ethicspoint.com and click on "***Make a Report***"

Step 2: Complete a Report

If you are filing your report using the toll-free PH Compliance Line, follow the intake specialist's instructions to complete a report. If you are filing your report online, follow these directions:

1. Choose a report category.
2. You can remain anonymous.
3. Complete the report, providing information about the incident, including:
   a. Who: Persons engaged in the incident, including titles
   b. What: Incidents specifically occurred
   c. Where: Location of the incident
   d. When: Time and duration of the incident
4. Next, you will be asked to create a password. The PH Compliance Line will generate a unique code called a "Report Key." **Write them both down and keep them in a safe place.** You will need them to follow-up later, or if you ever want to review or amend your report.

Step 3: Follow-Up

5-6 business days after you complete your report, you can return to the PH Compliance Line or call the toll free number to see if the company has posted any follow-up questions or requests.

1. Reconnect with the PH Compliance Line using any of the three channels: Toll-Free Phone, Local System Intranet, or Public Internet.
2. If online, click on **"Follow-up on a report"** or if calling the PH Compliance Line inform the intake specialist that you would like to follow-up on a report.
3. Provide your Report Key and Password.
4. You can now elect to review report details, respond to questions, and add information.
    a. To review your report, click "Review Report Details" or ask the intake specialist.
    b. You will be told if your company has entered questions about your report. Answer the questions verbally or by typing in the question boxes and click "Submit."
5. You can add information to the report verbally or by using the "Submit New Information" box.
6. You may return regularly to review your report, answer questions, and add information.