Reporting – General

May I report using either the Internet or the telephone?

Yes. The Rush Hotline enables you to file a report via either the telephone or the Internet. Both reporting types give you the option to report anonymously.

What types of situations should I report?

The Rush Hotline allows employees to report a wide range of concerns such as: compliance with laws and standards, confidentiality, fraud, theft, or accounting concerns, concerns about gifts or donations, discrimination, harassment, inappropriate behavior, bias, mistreatment or incivility, misuse of company resources, concerns about patient care and patient rights, concerns with physician relations, research issues, or safety concerns, and other possible violations of Rush policies.

If I see a violation, shouldn't I just report it directly to my supervisor?

When you observe behavior that you believe violates Rush's policies, values, or standards, we expect you to report it. Ideally, you should bring any concerns forward to your direct supervisor or any leader you feel comfortable confiding in. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. We hope that you will use the Rush hotline in these circumstances. Rush would rather you report anonymously than keep the information to yourself.

Does Rush really want me to report what I observed?

We certainly do. In fact, we *need* you to report. You may have initial knowledge of an activity that may be cause for concern or require immediate attention. Your reporting can <u>minimize</u> the potential negative impact on Rush.

Where do these reports go? Who can access them?

Reports are entered directly on a secure server administered by a third party. These reports are subsequently shared with Rush's Corporate Compliance departments. Corporate Compliance makes these reports available only to specific individuals at Rush who are responsible for evaluating the report, based on the type of violation and location of the incident.

Reporting Security & Confidentiality

It is my understanding that any report I send from a Rush computer generates a server log that shows every website that my PC connects with. Won't this log identify me as the report originator?

The third party who administers the Rush Hotline <u>does not generate or maintain</u> any internal connection logs with IP addresses, so no information linking your computer to the Rush Hotline is available or recorded. If you feel uncomfortable making a report on your work computer, you have the option of using a computer outside your work environment, our mobile reporting platform or reporting by phone.

Does the telephone toll-free hotline provide the option for reporting anonymously too?

Yes. You will be asked to provide the same information that you would provide in an online report and an interviewer will type in your responses for you. These reports have the same security and confidentiality measures applied to them during delivery.

What if I want to be identified with my report?

There is a section in the report to identify yourself, if you wish. Please know that a Rush official may reach out to you to obtain additional information.

Tips & Best Practices

I am not sure if what I have observed or heard is a violation of a Rush policy or involves unethical conduct, but it just does not look right to me. What should I do?

File a report. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

What if my supervisor or a member of management is involved in a violation? Won't they get the report and start a cover-up?

The Rush Hotline system and report distribution ensure that implicated parties are not notified or granted access to reports in which they have been named.

What if I remember something important about the incident after I file the report? Or what if Rush has further questions for me concerning my report?

When you file a report, you receive a unique, randomized number called a "Report Key" and are asked to choose a password. You can return to the Rush Hotline again either by web or telephone and access the original report to add more detail, or answer questions posed by Rush. We strongly suggest that you return to the site in the time specified to answer any questions.

Are these follow-ups on reports as secure as the first one?

**Make a report online at: www.rush.ethicspoint.com
or call (877) 787-4009 to make a report by phone**

Yes.

What if I lose my Report Key or forget the Password I created?

To ensure that security and confidentiality is maintained, if you lose your report key or password, you will need to file a new report. Mention in the new report that it is related to a report or question you previously submitted.

Can I still file a report if I don't have access to the Internet?

If you don't have access to or are uncomfortable using a computer, you can call the Rush Hotline24 hours a day, 365 days a year.