

## HOW DO I FILE A REPORT ON THE COMPLIANCE LINE?

One of HonorHealth's core values is Integrity. We believe all employees, physicians, volunteers and business partners should act with integrity. One way to demonstrate integrity is to speak up when we see something that may appear contrary to our core values, policies, procedures, or legal and regulatory requirements.

HonorHealth has instituted the Compliance Line service as a means of maintaining open lines of communication and providing a means of receiving concerns or questions in a secure and convenient. The Compliance Line service is operated by an outside, third-party service called EthicsPoint and is available 24-hours a day, 365-days a year. To promote open and honest dialogue, questions or concerns may be reported anonymously if a reporter wants their identity to remain confidential.

**There are two easy ways to ask a question or report a concern using HonorHealth's Compliance Line service.** You can 1) use the telephone through a toll-free phone number or 2) you can submit a report using an online intake form through the Internet.

### Reporting by Telephone

If you would like to speak with someone directly to ask a question or express a concern, HonorHealth's Compliance Line is available by calling **844-732-6241**. This number can be reached using any land-based telephone or cellular phone. The Compliance Line service is available 24-hours a day, 7-days a week. The Compliance Line service is available in over 70 of the most common languages so you can communicate in the language of your choice. The operators of the Compliance Line service, EthicsPoint, are not employees of HonorHealth and are not based in Arizona. This helps to ensure your identity won't be known if you choose to report anonymously.

Telephone operators at EthicsPoint will ask certain questions about the details of your question or concern and will provide you with a "Report Key." This Report Key is a unique identifier associated with your question or concern. You may use this Report Key to call back to obtain an answer to your question or status on your concern. Do not lose your Report Key as it cannot be provided to you later.

All calls made to the Compliance Line service are forwarded to the Audit & Compliance Services of HonorHealth where they will be researched and investigated. An answer or status on a resolution will be provided to the Compliance Line service and, if the reporter provided an e-mail address, they will be sent an e-mail from EthicsPoint alerting them to access the system for the response.

## Reporting through the Internet

If you would like to ask a question or express a concern using the Internet, HonorHealth's Compliance Line is available on the web at [www.honorhealth.ethicspoint.com](http://www.honorhealth.ethicspoint.com). This web site can be reached using any computer with Internet access. The Compliance Line service is available 24-hours a day, 365-days a year. The Compliance Line Internet intake form is available in English and Spanish. This web site can also be accessed through HonorHealth's [Employee Site](#) by clicking on **Compliance** on the header bar then clicking on **Compliance Line**. This will launch the HonorHealth Compliance Line web site. To submit a question or concern, click on the "Make a Report" button on the left hand menu bar. Follow the prompts to enter information about your question or concern. The Internet-based intake form is managed by EthicsPoint to ensure confidentiality of the information you provide. If you choose to remain anonymous, your identification will not be provided to HonorHealth.

Once you submit your report to the web site, you will be provided with a "Report Key." This Report Key is a unique identifier associated with your question or concern. You may use this Report Key to follow-up on your question or concern. Do not lose your Report Key as it cannot be provided to you later.

All Internet reports made to the Compliance Line service are forwarded to the Audit & Compliance Services of HonorHealth where they will be researched and investigated. An answer or status on a resolution will be provided to the Compliance Line service and, if the reporter provided an e-mail address, they will be sent an e-mail from EthicsPoint alerting them to access the system for the response.

## Follow-Up on your Reported Question or Concern

Once you have placed a question or concern with the Compliance Line (telephone or Internet), you may obtain a follow-up communication in one of two ways. You can 1) call the Compliance Line (844-732-6241) and receive the response by providing your Report Key to the EthicsPoint operator or 2) you can access the Internet site ([www.honorhealth.ethicspoint.com](http://www.honorhealth.ethicspoint.com)) and click on "Follow up on a report." Enter the Report Key you received along with your password to obtain a response from HonorHealth.

For more information about HonorHealth's Compliance Line service, please go to the Compliance Line website at [www.honorhealth.ethicspoint.com](http://www.honorhealth.ethicspoint.com) and click on the **FAQs** button. For questions or comments about HonorHealth's Compliance Line service, please contact HonorHealth's Vice President, Chief Audit & Compliance Officer at 480-882-4298.