

## Frequently asked questions

### How do I contact the Compliance Helpline?

There are two ways to contact the helpline

Via telephone: **844-641-3854**

Via the web. <https://secure.ethicspoint.com/domain/media/en/gui/62413/index.html>

### When should I turn to the Compliance Helpline?

You should turn to the Compliance Helpline in the following circumstances:

- If you believe that ethics and compliance issues are not being resolved, either through the existing managerial chain of command or other reporting options.
- If you don't feel comfortable reporting through normal channels.
- If you'd like confidential assistance on ethics and compliance questions and/or issues.
- If you wish to remain anonymous when filing a report.

### What type of issues should be reported?

Potential violations of the law, regulations, professional standards, policy, or the applicable Code of Conduct that you believe are not being handled properly should be reported immediately. Such potential violations could include, but are not limited to:

- Non-compliance with professional standards
- Unlawful discrimination
- Harassment
- Workplace violence
- Substance abuse
- Conflicts of interest
- Falsification of documents
- Inappropriate gifts and entertainment
- Breaches of a patient's or Familia Dental's confidentiality
- Inappropriate disposal of a Familia Dental documents
- Theft

- Bribes, kickbacks, and/or corruption activities
- Inappropriate patient billings
- Inappropriate reporting of time or expenses
- Other potential violations of policies