



## How Do I Submit a Report on the Compliance Hotline?

One of AdventHealth's core values is High Ethical Standards. We believe all employees, physicians, volunteers, and business partners should act with the highest ethical standards. One way to demonstrate ethical behavior is to speak up when we see something that may appear contrary to our core values, policies, procedures, the Code of Conduct, or legal and regulatory requirements.

AdventHealth has instituted the Compliance Hotline service as a means of maintaining open lines of communication and receiving concerns or questions in a secure and convenient manner. The Compliance Hotline 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 ways to ask a question or report a concern using AdventHealth's Compliance Hotline service.** You may 1) use the telephone through a toll-free phone number or 2) 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, AdventHealth's Compliance Hotline is available by calling **888-924-8433**. This number can be reached using any land-based telephone or cellular phone. The Compliance Hotline service is available 24-hours a day, 7-days a week. The Compliance Hotline is available in over 150 of the most common languages so you may communicate in the language of your choice. The operators of the Compliance Hotline, EthicsPoint, are not employees of AdventHealth. This helps to ensure your identity will not 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 the status of your concern. Do not lose your Report

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Key as it cannot be provided to you later. AdventHealth is not given your Report Key, it is unique to your report and only given to you.

All reports made to the Compliance Hotline are forwarded to the Compliance Department of AdventHealth where they will be researched and investigated. An answer or status on a resolution will be provided to the Compliance Hotline 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, AdventHealth's Compliance Hotline is available on the web at [AdventHealth.EthicsPoint.com](https://AdventHealth.EthicsPoint.com). This web site can be reached using any computer with Internet access. The Compliance Hotline is available 24-hours a day, 365-days a year. The Compliance Hotline Internet intake form is available in English and Spanish. Once the Compliance Hotline website is accessed, click on the "Make a Report" button. 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 AdventHealth.

Once you submit your report to the website, 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. AdventHealth is not given your Report Key, it is unique to your report and only given to you.

All Internet reports made to the Compliance Hotline are forwarded to the Compliance Department of AdventHealth where they will be researched and investigated. An answer or status on a resolution will be provided to the Compliance Hotline 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 Hotline (telephone or Internet), you may obtain a follow-up communication in one of two ways. You may 1) call the Compliance Hotline (**888-924-8433**) and receive the response by providing your Report Key to the EthicsPoint operator or 2) you may access the Internet site ([AdventHealth.EthicsPoint.com](https://AdventHealth.EthicsPoint.com)) and click on "Follow up on a Report." Enter the Report Key you received along with your password to obtain a response.

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For more information about AdventHealth's Compliance Hotline service, please go to the Compliance Hotline website at [AdventHealth.EthicsPoint.com](https://AdventHealth.EthicsPoint.com) and click on the **Frequently Asked Questions** button. You may also obtain additional information about AdventHealth's Compliance Program by clicking on the **Compliance Program Manual** button. For questions or comments about AdventHealth's Compliance Hotline, please contact AdventHealth's Senior Vice President, Chief Compliance Officer.