

Web Intake Site FAQ

About the Integrity Line

What is NAVEX Global?

NAVEX is a third-party vendor. NAVEX supports the OSF HealthCare Integrity Line through a product called EthicsPoint.

Why does OSF need an Integrity Line?

We believe that our Mission Partners and patients are our most important asset.

An effective reporting system fosters integrity and ethical decision making. The Office of Inspector General (OIG) requires organizations to have an anonymous reporting system to address concerns.

The OSF Integrity Line meets Office of Inspector General's requirements. It is vital that OSF supports a culture where reports are taken seriously and no one fears retaliation.

Integrity Line Reporting

May I report using either the Internet, telephone, or mobile device?

Yes. The OSF Integrity Line enables you to file a confidential and anonymous reports by phone or internet.

What types of situations should I report?

The Integrity Line allows Mission Partners and guests to report any violation of our Code of Conduct, or any other concern.

If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

When you observe behavior that you believe violates our Code of Conduct, we encourage you to report it. Concerns may also be shared with Leadership, however we understand you may not be comfortable sharing a concern in person. The Integrity Line allows you to report the concern anonymously if you choose.

Why should I report what I know?

We all want to work in a positive environment. This requires taking the responsibility to act ethically and let Leadership know when someone is not acting appropriately. By working together, we can maintain a healthy and productive environment.

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

File a report. NAVEX can help you prepare and file your report so it can be properly understood. OSF would rather have you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

Can I include patient information in my report, or will that violate HIPAA?

You may include any details necessary to investigate your report. Sharing patient information through the Integrity Hotline is permitted by HIPAA.

Does OSF really want me to report?

Yes, we *need* you to report. You know what is going on at OSF. You may know of an issue that may be a cause for concern. Your reporting can limit the potential negative impact on patients and Mission Partners.

Where do these reports go? Who can access them?

Reports are entered directly on the NAVEX secure server. NAVEX makes these reports available only to specific Mission Partners within OSF.

Reporting Security & Confidentiality

Can I remain anonymous when I submit a report via internet or phone?

Yes. Reporters can ask to remain anonymous. OSF tries to maintain the confidentiality of a Mission Partner's identity. It should be understood that the reporter's identity may become known or may have to be revealed to further investigate or in certain instances when governmental authorities become involved. NAVEX removes identifying information.

Is the toll-free phone call confidential and anonymous too?

Yes. You will be asked to provide the same information as any Internet-based report. A NAVEX operator will type your responses into the Integrity Line website. These reports have the same security and confidentiality measures applied to them.

What happens next to the information you submit?

The report is reviewed and assigned to a member of the appropriate OSF investigative team.

What if I want to be identified with my report?

There is a section in the report to identify yourself, if you wish.

What if a supervisor or manager is named in a report?

The report is investigated by the appropriate Mission Partner.

I am aware of some individuals acting unethically, but it doesn't affect me. Why should I bother reporting it?

OSF HealthCare promotes ethical behavior. All unethical conduct, at any level, ultimately hurts OSF, Mission Partners and patients.

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

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

Following up After a Report

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

When you file a report on the Integrity Line website or through the NAVEX Call Center, you receive a unique username and are asked to choose a password. You can return to the Integrity Line system again either by Internet or phone and access the original report to add more detail. If more information is needed, OSF will request information from you. We strongly suggest that you return to the site periodically to answer any OSF questions.

Are these report follow-ups as secure as the first?

All NAVEX communication is held in the same strict confidence as the initial report.

How can you check on the status of a report?

The person filing the report is responsible for going back to the NAVEX portal to check on the status of their report. This is why you must save your pass code.

What if I lose my pass code?

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.

Imminent Threats

Should I use the Integrity Line to report a potentially dangerous situation?

The Integrity Line is *not* 911 or an emergency service! Do not use this site to report events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please call 911 or contact your local authorities without delay.

