

## F.A.Q'S

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### ABOUT NAVEX Global

#### **What is the name of the hotline reporting system that Nationwide Children's Hospital uses?**

Nationwide Children's Hospital (NCH) uses NAVEX Global's EthicsPoint, a comprehensive and confidential reporting tool, to assist management and employees to work together to address fraud, abuse, and other misconduct in the workplace, all while cultivating a positive work environment.

#### **Why do we need a system like EthicsPoint?**

As part of our Corporate Integrity Program, EthicsPoint provides an additional (and anonymous) way for NCH staff and others to report any activity or conduct that may be illegal, unethical, or a violation of NCH policy or NCH Standards of Conduct.

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### REPORTING – GENERAL

#### **When can I file a report?**

EthicsPoint is available 24 hours a day, 365 days a year.

#### **May I report using the internet or the telephone?**

Yes. You can file a report via the EthicsPoint Website or by calling the EthicsPoint Hotline at 1-877-267-1935. You can also file a report by scanning our Quick Response (QR) code on your mobile device (available on the NCH Anchor and NCH Internet pages for the Office of Compliance and Integrity).

#### **What type of situations should I report?**

It is everyone's duty to report any conduct you reasonably believe is illegal, unethical, in violation of a policy or otherwise questionable. Staff should also report any conduct that may not conform to federal and state laws and regulations. The entire NCH community is part of the Corporate Integrity Program and staff are expected to best represent the organization by conducting themselves in a responsible, ethical, and legal manner at all times.

#### **Where do these reports go?**

The Hotline is staffed by NAVEX Global employees who specialize in providing this service to healthcare organizations. Once a report is filed (either via the Website, Hotline or QR code on your mobile device), NAVEX Global collects the information and provides it to the Office of Compliance and Integrity so that an investigation may be conducted.

#### **Who can access these reports?**

Select members of the Office of Compliance and Integrity can access the report details in EthicsPoint. Every report is investigated. Reports may be assigned to our business partners such as Human Resources or the Privacy Office based on the allegation type when it is appropriate for them to aid in the investigation.

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### **What if I need to call back in to provide additional information?**

When you file a report, either using the Website or Hotline or QR code on your mobile device, you will receive a unique report key and be asked to select a password. With the report key and your password, you can return to EthicsPoint again, either by internet or telephone, and access the original report. At that point, you can receive updates on the progress of the investigation or provide additional information.

Any follow up correspondence is held in the same strict confidence as the initial report, as explained above.

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## **REPORTING SECURITY & CONFIDENTIALITY**

### **Can I file a report from any computer and still remain anonymous?**

Yes. Whether you access from your personal computer at home, your work computer, or any other computer, you are still accessing a third party/external secure website that is not monitored by NCH. Your report will remain secure and anonymous. The internet portal never identifies a visitor by screen name and EthicsPoint strips away identifying information, such as an IP address, so that anonymity is maintained.

### **Is the telephone toll-free hotline confidential and anonymous too?**

Yes. The caller may remain anonymous and there will be no attempt to trace or record the call, or to identify the caller or his/her location. You will be asked to provide the same information you would provide in a report made on the EthicsPoint Website; the interviewer will type your responses directly into EthicsPoint's secure environment. Hotline-based reports have the same security and confidentiality measures applied to them during delivery as reports made through the Website or QR code.

### **How can you ensure the information I provide will not ultimately reveal my identity?**

If the caller chooses to provide his/her name while reporting the compliance concern, the Office of Compliance and Integrity will maintain the person's confidentiality unless disclosure is necessary to fully investigate the concern. The Office of Compliance and Integrity will inform the caller if his/her name will be disclosed prior to the disclosure.

### **What if I want to be identified with my report?**

You may provide your name to the Hotline representative, if desired. There is also a section on the Website where you can identify yourself if you wish.

### **I want to report a concern, but I am unsure about using EthicsPoint. Do I have other options for reporting?**

Yes. We encourage everyone to speak up. You may report compliance concerns to your direct supervisor or manager. If your concern is not addressed or resolved at that level, you are encouraged to relay your concerns to the next level of management. If you prefer, you can always contact the Office of Compliance & Integrity at (614) 355-0400, Human Resources at (614) 355-4111, or speak directly with your Administration or Physician Leader.

### **Does NCH have a Non-Retaliation Policy?**

Yes. Nationwide Children's Hospital welcomes everyone to report a compliance concern without fear of retaliation. Nationwide Children's will not take any action against someone for reporting a concern in good faith. Nationwide Children's Hospital prohibits intimidation and other forms of retaliation against staff for making a report in good faith.