

# The Compliance Hotline

The Compliance Hotline is a simple, confidential, risk-free means to make a good faith claim regarding any compliance or ethical concerns. It also is a valuable resource for you to seek direction on laws, regulations, policies, procedures and the Code of Conduct. The Compliance Hotline is administered by an independent communications firm to ensure the integrity and objectivity of compliance reporting and allows callers to remain anonymous if they so choose. While you do not need to provide your name when making a report, you do need to provide enough information for Compliance and Ethics to conduct a proper investigation. Each report is taken seriously, and actions are taken in accordance with Orlando Health policies.

- Confidential and anonymous
- Available 24/7/365
- Open to team members, patients, vendors and community

Call **(888) 464-6747**  
or visit **OrlandoHealth.EthicsPoint.com**



If you do not want to contact the hotline, you can contact Compliance and Ethics directly.

Compliance and Ethics  
1414 Kuhl Ave., MP 29  
Orlando, FL 32806  
**(321) 841-2335**  
(407) 246-7083 fax  
**R-Compliance&EthicsDepartment@OrlandoHealth.com**

To learn more, visit  
**OrlandoHealth.EthicsPoint.com**

# Compliance and Ethics



Scan to access the confidential Compliance Hotline online portal to seek guidance or report a concern.

**ORLANDO HEALTH®**

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Orlando Health has a strong ethical culture that not only ensures that we continue to provide excellence in patient care, but also strengthens your assurance of being in a best place to work. Each team member plays an important role in creating an environment of integrity and trust.

**The Compliance and Ethics Program** assists Orlando Health team members in complying with all federal, state and local laws, statutes and regulations, as well as the organization's Code of Conduct, policies and procedures. The program supports team members by providing education on how to act ethically and legally in all our everyday activities and provides an important resource for asking questions or reporting concerns.

**It is the responsibility of every team member, without any worry of retaliation, to immediately report any compliance or ethical concerns following the Compliance and Ethics Program's Three-Step Communication Process.** The Three-Step Communication Process is an effective method for obtaining guidance and properly reporting concerns.

### You should contact Compliance and Ethics for concerns that may include:

- Breaches of protected health information
- Bribes and kickbacks
- Confidentiality intrusions
- Conflicts of interest
- Discrimination or discriminatory practices
- Fraud, waste and abuse
- Fraudulent billing
- Improper gifts
- Patient rights abuses
- Professional standards infringements
- Research misconduct

### Contact Human Resources, NOT the Compliance Hotline, for concerns including:

- Conflicts of interest involving solicitation, including selling products
- Conflicts with coworkers
- Disciplinary issues
- Harassment/unfair treatment
- Inappropriate team member behavior
- Payroll and benefits questions

**For more information, visit the Compliance and Ethics SharePoint site on SWIFT.**

Compliance and Ethics

## Three-Step Communication Process



Call (888) 464-6747 or  
visit [OrlandoHealth.EthicsPoint.com](http://OrlandoHealth.EthicsPoint.com)



**The Compliance and Ethics** SharePoint site located on **SWIFT** provides many resources to help educate team members on compliance topics and trends, including:

- Code of Conduct
- Compliance in Action newsletter
- Confidential Compliance Hotline
- Frequently asked questions