



EthicsPoint FAQs

What is EthicsPoint?

EthicsPoint is a reporting tool created by NAVEX Global that enables employees to report concerns regarding fraud, abuse, and other misconduct in the workplace. EthicsPoint is the software application tool that CaroMont Health uses for our Corporate Responsibility Hotline.

About the Corporate Responsibility Hotline

We believe that our employees are our most important asset. By creating open channels of communication, we can promote a positive work environment and promote a culture of integrity and ethical practices.

All CaroMont Health workforce members are obligated to report compliance concerns. CaroMont Health has a strict non-retaliation policy and reporting concerns will not jeopardize your employment. CaroMont Health relies on you to speak up if you believe you have observed unethical, illegal, or suspicious behavior. Concerns can be raised anonymously and without fear of retaliation.

The hotline serves as a confidential method for employees to report compliance concerns. It is supported by a third-party vendor (EthicsPoint) and staffed by professionals. It is available through the telephone and internet with confidential intake and report handling as well as options to report anonymously 24/7.

What type of issues should be reported using the Compliance Hotline?

- Prohibited practices based on discrimination
- HIPAA/Privacy/Security concerns
- Compliance or policy concerns

For a specific list of what to report and which reporting system to use, please see the Reporting Concerns page on CHIP.

How do I report an employee related complaint such as scheduling issues, workload, disagreement with a coworker, favoritism, or personality conflict?

Please see the "Employee Related Complaint" section on the Reporting Concerns page on CHIP.

Why should I report?

Every CaroMont Health employee has an affirmative obligation to report any situation that you believe to be a violation of law, a violation of CaroMont Health policy, or unethical behavior involving another employee or someone acting on behalf of CaroMont Health. We all want to work in a positive, respectful environment, and by working together, we can maintain a healthy and productive workplace.

What are the ways I can enter a report?

There are three easy and confidential mechanisms to report activities that may involve misconduct or violations of the CaroMont Health Code of Conduct or any other policies and/or procedures.

1. Call the CaroMont Health Corporate Responsibility Hotline at 1-877-785-0001. The hotline is available to associates 24 hours a day, 7 days a week, and staffed by a professional, independent organization trained to take the appropriate steps once a call is received.
2. On CHIP, file an online report by scrolling to the bottom of the CHIP home page and click "Report a Concern" under Quick Links.
3. File online at the EthicsPoint website: <http://caromonthhealth.ethicspoint.com/>

Can my report really be anonymous?

Yes, reporting anonymously or providing your personal information is up to you. However, if you choose to be anonymous, please provide enough information for us to perform a thorough investigation, (i.e., dates, times, unit, others involved in situation.)

How can I check on the progress of my report once I've entered?

When you file a report at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique username and are asked to choose a password. You can return to the EthicsPoint system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a company representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company now have begun an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

What if I'm reporting something that turns out to be different than how it appears? I don't want to make false accusations. What should I do?

CaroMont Health relies on you to speak up if you believe you have observed unethical, illegal, or suspicious behavior. Once you report your concerns, a complete investigation will take place. It's ok to report without knowing for sure.

Will I be demoted, fired, or retaliated against for reporting my concern?

It is the express policy of CaroMont Health that retaliation will not be tolerated, in any form, by management or non-management staff against an employee who reports in good faith a compliance concern, an actual or potential violation of this Code of Conduct, or any CaroMont Health policy. Similarly, retaliation against an employee for cooperating in a compliance, legal or human resources investigation is also prohibited. Employees who engage in such retaliation may be subject to disciplinary action, up to and including dismissal.

Non-Retaliation Policy

To read or print a copy of the non-Retaliation policy, please go to CHIP and use the Policies and Procedures link (found at the top or bottom of the page.) Enter policy #11306 in the Keyword search box.