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## **About EthicsPoint**

### **What is EthicsPoint?**

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX that enables management and employees to work together to address fraud, abuse, and other misconduct in the workplace while cultivating a positive work environment.

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

Rochester Regional Health recognizes people as valued resources. By creating open channels of communication, we promote a positive work environment.

# Reporting – General

## **May I report using either the Internet or the telephone?**

Yes. EthicsPoint enables you to file a confidential, anonymous report via either the telephone or the Internet.

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

The EthicsPoint system allows employees to report any violation of Rochester Regional Health policies.

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

You should discuss your concern with your supervisor.

However, if the discussion with your supervisor does not resolve the concern or you feel your supervisor has not addressed the concern, then you are obligated to report it to Corporate Compliance.

Alternatively, you may wish to report any perceived violations on a strictly anonymous basis.

In either case, you are encouraged to use this hotline, hosted by a third party hotline provider, EthicsPoint. EthicsPoint will send the information you provide to Corporate Compliance.

## **Does management really want me to report?**

A Rochester Regional Health Employee or Agent who is aware of any suspected or actual fraud, waste and abuse is obligated to report it fully and objectively to Corporate Compliance.

## **Where do these reports go? Who can access them?**

Reports are entered directly on the EthicsPoint secure server. NAVEX makes these reports available only to the Rochester Regional Health Compliance Officer and the Rochester Regional Health Compliance Director, who are charged with evaluating the report and ensuring an investigation is conducted.

## Tips & Best Practices

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

When you file a report at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique, randomized number called a “Report Key” and are asked to choose a password. You can access the EthicsPoint system again either by Internet or telephone to provide additional detail to the original report and/or to answer questions posed by a Rochester Regional Health representative. We strongly suggest that you return to the site in the time specified to answer the questions

### **Are these follow-ups on reports as secure as the first one?**

All EthicsPoint correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

### **What if I lose my Report Key or forget the Password I created?**

To ensure that security and confidentiality is maintained, if you lose your report key or password, you will need to file a new report. Please be sure to mention in the new report that it is related to a report or question you previously submitted.

### **Can I still file a report if I don't have access to the Internet?**

If you don't have access to or are uncomfortable using a computer, you can call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.