

[About EthicsPoint](#)

[Reporting – General](#)

[Reporting Security & Confidentiality](#)

[Tips & Best Practices](#)

## About EthicsPoint

### What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX to assist management and patients in working together to address patient comments.

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

- We believe that our patients are our most important asset. By creating open channels of communication, we can promote a positive healthcare environment and maximize your quality of care.
- Patient Comments are an important component of our risk management program and also allows patients the ability to confidentially report instances. An effective reporting system will augment our other efforts to foster a culture of care.

## Reporting – General

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

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

### What type of situations should I report?

The EthicsPoint system is designed for patients to submit concerns or compliments regarding their service or experience at IHC.

**Why should I submit a comment? What's in it for me?**

Your feedback helps IHC to ensure that we are always providing you with excellent services.

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

We certainly do. In fact, we need you to provide your feedback. Your experiences, good and bad, help IHC to ensure a culture of care and quality service. Your comments can minimize the potential negative impact on the organization and our patients. Also, offering positive input may help identify issues that can improve internal culture and performance.

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

Comments are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these comments available only to specific individuals within the organization who are charged with evaluating the comment, based on the type of comment submitted. Each of these report recipients has had training in keeping these reports in the utmost confidence.

## **Reporting Security & Confidentiality**

**Can I file a report from home and still remain anonymous?**

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is totally maintained. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

**I am concerned that the information I provide EthicsPoint will ultimately reveal my identity. How can you assure me that will not happen?**

The EthicsPoint system is designed to protect your anonymity. However, if you wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, "From my cube next to Jan Smith..." or "In my 33 years...".

**Is the telephone toll-free hot line confidential and anonymous too?**

Yes. You will be asked to provide the same information that you would provide in an Internet based report and an interviewer will type your responses into the EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery.

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

There is a section in the report for identifying yourself, if you wish.

## **Tips & Best Practices**

**What if I remember something important about the incident after I submit my comment? Or what if IHC has further questions for me concerning my comment?**

When you submit a comment at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique user name 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 an IHC 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 organizational questions. You and IHC now have entered into an “anonymous dialogue,” where situations are not only identified, but can also be resolved, no matter how complex.

**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.

**Can I still submit a comment if I don't have access to the Internet?**

You can file an EthicsPoint report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet computers. If you don't have access to or are uncomfortable using a computer, you can call the EthicsPoint tollfree hotline, which is available 24 hours a day, 365 days a year.