



## 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 Baptist Health policies.

**Reach out to us for help, assistance and guidance on policies, ethical dilemmas and scenarios happening in the workplace.**

- Confidential and anonymous
- Available 24/7/365
- Open to team members, patients, vendors and community
- Call **(833) 208-0934** or visit **BaptistHealthAL.EthicsPoint.com**



Scan the QR code to access the confidential Compliance Hotline online portal.

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  
**BaptistHealthAL.EthicsPoint.com**

# Compliance and Ethics



**BAPTIST  
HEALTH**

**BAPTIST HEALTH**

Baptist 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.



It is the responsibility of every team member, without any worry of retaliation, to immediately report possible violations of laws and regulations, Baptist Health's Code of Conduct and its policies and procedures. Communicating is a confidential, risk-free and 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
- Copyright infringement
- 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

**The Compliance and Ethics Program** assists Baptist 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 within all of our everyday activities and provides an important resource for asking questions or reporting concerns.

**Communicating with Compliance and Ethics**



Speak to Your Leadership Team

OR

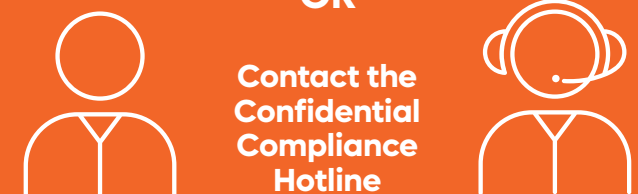


Contact the Compliance and Ethics Department

Call (321) 841-2335 or email

[R-Compliance&EthicsDepartment@OrlandoHealth.com](mailto:R-Compliance&EthicsDepartment@OrlandoHealth.com)

OR



Contact the Confidential Compliance Hotline

Call (833) 208-0934 or visit [BaptistHealthAL.EthicsPoint.com](http://BaptistHealthAL.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