



Help make it right.



See something wrong?

 The Children's Hospital of Philadelphia®  
Hope lives here.

[mycompliancereport.com](http://mycompliancereport.com)  
1.866.246.7456

81/10M/5-06

The Compliance Hotline *and* Web site at  
 The Children's Hospital of Philadelphia®

# It's all about doing the right thing.

The Children's Hospital of Philadelphia has a Compliance Program to help ensure that all the activities of the Hospital, its affiliates and everyone who works here comply with legal, regulatory, ethical and institutional standards. These standards guide matters such as our billing for services, our interactions with patients and families, our relationships with suppliers and our compliance with the requirements of the agencies that license the Hospital.

Compliance is about doing the right thing in the workplace — and every employee has a role to play.

**Why do we have a Compliance Hotline?** ■ The Hospital maintains a Compliance Hotline and Web site so anyone can anonymously raise a compliance concern or ask a question about a compliance matter.

**When and how should I report a compliance issue?** ■ Everyone who works at Children's Hospital has a role to play in supporting the compliance program. Part of that role is the duty to report any conduct you reasonably believe is or may be illegal, unethical or otherwise questionable. You can report compliance concerns or raise compliance issues by speaking with your supervisor or department head, by contacting the Office of Compliance and Privacy, or by making an anonymous report to the Compliance Hotline or Web site.

**What happens when I call the toll-free hotline number (866-246-7456)?** ■ The Compliance Hotline is not answered by Hospital personnel. It is staffed by an outside company that specializes in providing this service for healthcare organizations. Calls are answered by a live person 24 hours a day, seven days a week. Calls are not recorded and are not traced, and no caller ID is used. Callers may remain anonymous.

You will be asked to provide as much information as possible about the issue you are reporting. If you choose to remain anonymous, you will be given a code number to use if you wish to call back later for a status report or to provide additional information. Once the call is completed, a report is provided to The Children's Hospital of Philadelphia Office of Compliance and Privacy, which investigates the matter and takes appropriate action.

**What happens when I go to the Web site ([www.mycompliancereport.com](http://www.mycompliancereport.com))?** ■ The Web site is administered by the same company that operates the toll-free number. You can go to the site from the Hospital intranet or log on directly from another computer. Either way, you will be on an external site that is not monitored by the Hospital.

You will see a screen that asks if you are making a new report or following up on a previous one. Select the appropriate option and enter "CHOP" for the access ID of your organization. Then follow the prompts to register your concern. Again, you may remain anonymous. No attempt will be made to capture your e-mail address or other identifying information. Once the Web site report is completed, it is forwarded to the Hospital Office of Compliance and Privacy, which investigates the matter and takes appropriate action. As with the hotline, you will receive a code number to use if you want to check back for a status report or to provide additional information.

**What kinds of concerns are appropriate to report?** ■ Examples include: concerns or questions about misuse of Hospital resources; fraud or waste; conflict of interest situations; potential billing irregularities; violations of health or safety laws; and violations of patient confidentiality.

**What if I don't have all the facts?** ■ You may not have complete information about a questionable situation. However, you should report concerns with the information you have. Your report will help start a fair process of investigation.

**Can I be punished for reporting?** ■ The Children's Hospital of Philadelphia will not take any action against someone for reporting a compliance violation in good faith, even if it turns out there wasn't a problem. Hospital policy prohibits retaliation against persons for making good faith compliance reports.

Compliance.

It's everyone's responsibility.

[mycompliancereport.com](http://mycompliancereport.com)  
1.866.246.7456