

...IS THE RESPONSIBILITY OF EACH DMC TEAM MEMBER!

As one of Brooklyn’s premier medical centers, SUNY Downstate Medical Center (DMC) recognizes that fostering an atmosphere of integrity, honesty and morality is of utmost importance.

Achieving our mission to improve the health and quality of life of the individuals and communities we serve and our vision of everyone working together as a team to provide the best quality, comfort and service to our patients depend on an ethical atmosphere.

Maintaining high ethical standards is the responsibility of each DMC team member. If you become aware of a situation that may jeopardize the ethical integrity of DMC, *it’s up to you to report it!*

That’s why we offer the Compliance Line!

DO YOUR PART...

Use the DMC Compliance Line to report activities that may involve ethical violations or criminal conduct.

CALL

877-349-SUNY (7869)

Toll- free, 24-hours-a-day, 7-days a week

WEB REPORT

Click on the “Compliance Line” link on the main Downstate web-page:

www.downstate.edu



What is the Compliance Line?

The Compliance Line is a simple way for you to report activities that may involve ethical violations or criminal conduct. The Compliance Line is managed and operated by an independent communications firm hired by DMC to ensure the integrity and objectivity of compliance reporting.



Why is it Important?

DMC is committed to conducting business in compliance with all applicable laws. The Compliance Line, with the support of all DMC team members, is an effective way to report activities that may be in violation of the law.



What Should I Report?

Report your concerns or suspicions of possible violations related to:

- Medicare/Medicaid fraud/abuse-
- Fraudulent billing-
- Professional & business ethics-
- Professional standards of practice-
- Patient confidentiality-
- Patient rights-
- Conflicts of interest-
- Bribes-
- Kickbacks-
- Substance abuse-
- Harassment/Discrimination-

READY TO REPORT...



What’s the First Step?

You should first report your suspicions to your supervisor. If you believe that your supervisor is involved, or if your previous reports have not been acted upon, you should consider reporting your suspicions to the officials/departments responsible for the concern, for example:

Concern	Responsible Dept.
Criminal conduct.....	Public Safety
Patient rights.....	Patient Relations
Substance abuse.....	Labor Relations
Discrimination.....	Opportunity and Diversity

If you are dissatisfied with the response, or if you’d prefer to report anonymously, you can report **AT ANY TIME** to DMC’s Compliance Line.



What Happens When I Report?

When you make a report to DMC’s Compliance Line, by calling or web-reporting, an independent, third party Compliance Line Specialist will answer/receive your concern. The Specialist will document your complaint/concern and will provide you with a special code number. A written report will then be generated and sent to DMC’s Office of Compliance & Audit Services (OCAS) for review. If necessary, OCAS will contact the department responsible for the concern to initiate an inquiry.

OCAS reports the results of each complaint/ concern inquiry back to the Compliance Line Specialist.

HELLO
MY NAME IS

Do I Have To Give my Name?

NO! You can report without identifying yourself. Calls are not recorded and web-reports are not traceable. A special code number is generated so that you can follow up on the report.

What If I Don't Have All The Facts?



CALL, even if you're not sure there is a problem. OCAS will look into the information you provide, attempt to verify it and take appropriate action.

No disciplinary or legal action will be taken based solely on DMC Compliance Line reports. Only substantiated findings will result in action.

Compliance Line Reporting

2 Easy ways to voice your concerns:

Call:

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Web Reporting:

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Developed By:

**SUNY Downstate Medical Center
Office of Compliance and Audit Services**

450 Clarkson Ave.

Box #1248

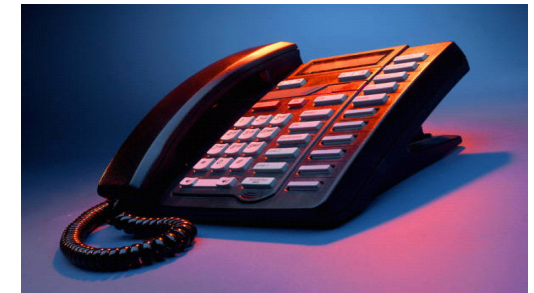
Brooklyn, NY 11203

(718) 270-4033



**State University of New York
Downstate Medical Center**

Compliance Line



**MAINTAINING THE HIGHEST
STANDARDS OF ETHICAL
EXCELLENCE...**