

## **Compliance Helpline**

If you believe that someone is violating the law, Dartmouth-Hitchcock or Dartmouth Medical School policies or procedures, our financial reporting rules or any other activity that causes a risk to patient care or could damage our reputation, you can report this concern anonymously. The Compliance Helpline is a confidential way to report your concern through a third-party vendor that has been contracted by Dartmouth-Hitchcock to manage calls that come to the Compliance Helpline.

Any concern or issue that is reported via the Compliance Helpline will be thoroughly investigated. You can remain anonymous or choose to disclose your identity. Calls are not recorded or traced. The caller (if he or she wants to give contact information) will receive a follow-up report once the investigation is completed. Anyone who calls the Helpline may do so with assurance that there will be no retaliation for reporting the concern. Your call will be handled in a professional and confidential manner.

What happens when you call the Compliance Helpline?

You will be transferred to a live operator who works for the third-party vendor, called Global Compliance. The operator will ask a series of questions that are optional for you to answer. You can give as much detail as you feel comfortable in sharing.

Examples of questions are below.

- Are you a first-time caller?
- How did you become aware of the Helpline?
- Do you want to give your name and contact information?
- Please describe the issue or incident.
- If you feel comfortable, please give names of those involved.
- What was the location of the incident or issue?
- Did you report this to anyone in management?

The toll-free Compliance Helpline phone number is (888) 422-2084 and is available 24 hours a day, seven days a week.