



Integrity and Compliance Program New Hire Training 2026

This **30-minute** course is part of the **Integrity and Compliance Program** and is mandatory system-wide, for all new hires who work at **Trinity Health**. This course provides information, tools, and resources on key areas including the **Code of Conduct**, an overview of various laws and regulations, how to spot and report concerns, and more.

☰ **Welcome to Trinity Health!**

☰ **Code of Conduct**

☰ **Supporting Important Relationships**

☰ **Relationships with Suppliers, Contractors, and Consultants**

☰ **Patient Rights**

☰ **Resources**

Welcome to Trinity Health!

Mike A. Slubowski, President and Chief Executive Officer

Please take a couple minutes to view a welcome video from **Mike Slubowski**.



Transcript

Hi. I'm Mike Slubowski, president and CEO of Trinity Health. I want to personally take a few moments to welcome you to our Integrity and Compliance Program training. Our health care ministry began more than 160 years ago with our founding religious congregations. Their dedication created the strong faith-based mission that still guides us today - especially as we navigate the ongoing changes happening in the health care industry.

At Trinity Health, doing the right thing the right way—every day—is at the heart of everything we do. Guided by our Core Values, we're committed to being the most trusted health partner for life in the communities we serve.

Trinity Health has a long history of providing excellent service and compassionate care. The people and communities we serve trust us to provide safe, people-centered care – and maintaining that trust is essential. To earn and keep this trust we need to make every effort to avoid even the appearance of illegal or unethical conduct.

Our Integrity and Compliance Program is here to support all of us in understanding and following the laws, professional standards and ethical expectations that apply to our work. In this course, you will learn more about the program and the resources available whenever you have questions or concerns. I ask that you please give this program your full attention and support today and throughout your career at Trinity Health.

Each of us plays a role in living our Trinity Health Core Values. That means following the law and acting with honesty and integrity in everything we do.

Thank you for your ongoing commitment to this important effort. And thank you for everything you do each day to support the members and communities we serve.

Why are you here today?

As a newly hired colleague, you are here to learn about the **Trinity Health, Integrity and Compliance Program (ICP)**. When you are finished with this course, you should be able to say "**I can**":

1

Describe the purpose of the **Code of Conduct (COC)**, where to access it, and the behaviors and actions expected of all who work at **Trinity Health**.

2

Describe the correct way to support and maintain appropriate relationships with our patients, colleagues, suppliers, and other business partners.

3

Describe the laws and regulations that protect patient rights, privacy, and provide access to language services.

4

Identify where to find help and resources to address compliance questions, concerns, or to report an issue.

Getting around

This course is designed for you to take at your own pace.

Check out the navigation tips below before moving on by clicking the plus icons below.

In your own time...

At the end of each lesson, we'll let you know what's coming up next. If you need to take a break between lessons, you can close out and come back later – the learning management system will

remember your place in the course.

Audio and Interactivity —

There is no audio in this course.

There are parts of the course that are interactive. We'll label those with instructions, so you know what to do.

TogetherSafe

Each of us at **Trinity Health** is personally responsible for living our **Trinity Health Core Values**, which require compliance with the law as well as acting with integrity. We all have an active role in making honesty, transparency, and ethical behavior a part of our culture.

TogetherSafe and being compliant with laws require many of the same behaviors. Throughout this training you will learn how these behaviors support our **Integrity and Compliance Program (ICP)** and help us to maintain compliance with the law and live our **Trinity Health** value of integrity.

Click on the plus signs below to see how TogetherSafe and ICP behaviors align.



**Prepare for the
Process &
Manage the Task**



**Communicate
Clearly**



**Questioning
Attitude**



**Attention to
Detail**



Support the Team



**Prepare for the
Process &
Manage the Task**



**Communicate
Clearly**



**Questioning
Attitude**



**Attention to
Detail**



Support the Team

Prepare for the Process & Manage the Task

- Reviewing the **Code of Conduct (COC)**
- Participating in required training



**Prepare for the
Process &
Manage the Task**



**Communicate
Clearly**



**Questioning
Attitude**



**Attention to
Detail**



Support the Team

Communicate Clearly

Speaking up when you see or hear something that goes against the Code of Conduct.



**Prepare for the
Process &
Manage the Task**



**Communicate
Clearly**



**Questioning
Attitude**



**Attention to
Detail**



Support the Team

Questioning Attitude

- Reporting compliance and privacy concerns
- Discussing a potential conflict of interest with your leader



Attention to Detail

- Following health care laws and regulations
- Submitting accurate claims to payors - Preventing Fraud, Waste, and Abuse (FWA) / False Claims Act (FCA)
- Protecting patient information from unauthorized access or disclosures



**Prepare for the
Process &
Manage the Task**



**Communicate
Clearly**



**Questioning
Attitude**



**Attention to
Detail**



Support the Team

Support the Team

- Treating patients, colleagues and others with dignity and respect
- Being accountable!



**Prepare for the
Process &
Manage the Task**



**Communicate
Clearly**



**Questioning
Attitude**



**Attention to
Detail**



Support the Team

Trinity Health's Integrity and Compliance Program

The ICP provides the following resources and tools to help us meet these obligations:

- The **Code of Conduct**, policies, and procedures
- Leadership and oversight of the **ICP** by your local **Integrity and Compliance Officer**
- Education and training programs
- Reporting systems to communicate issues and concerns and to ask questions
- Auditing and monitoring to ensure compliance with laws, regulations and professional standards
- Responding and taking actions to correct issues and to prevent them from reoccurring

- Enforcement and accountability for all colleagues to follow the **COC**

Now let's start with an overview of the Code of Conduct

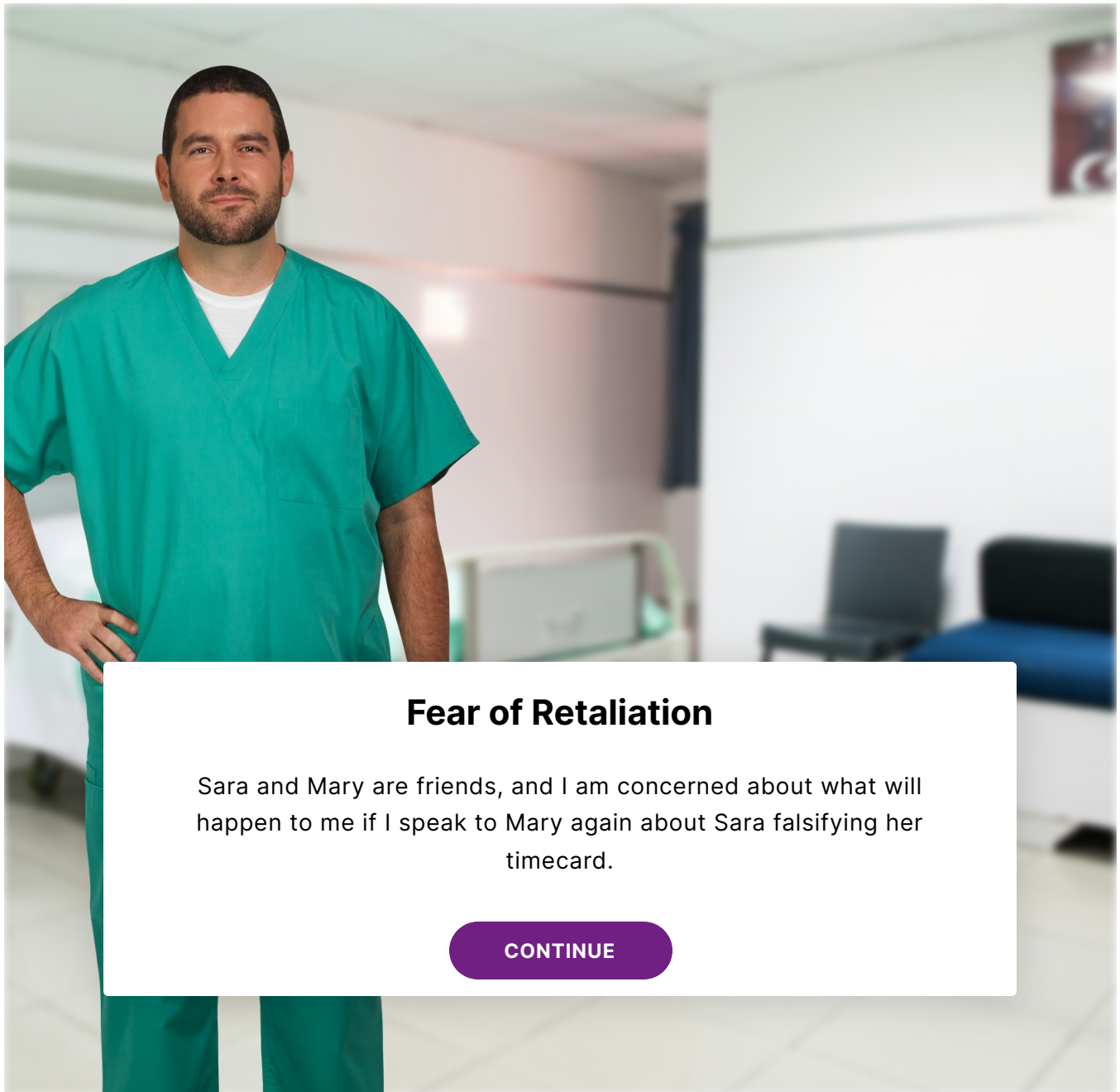
Code of Conduct

Meet Juan

Hi, I'm Juan. I work with Sara in Environmental Services, who constantly leaves the building for extended periods without clocking out, leaving me to cover her work.

I reported Sara to our manager, Mary, for falsifying her timecard. Mary seemed surprised, but she didn't correct Sara's behavior. Meanwhile I'm still covering for Sara when she's on her extended breaks and I'm not sure what to do.

[Click on the scenario below to help Juan with this issue.](#)



Fear of Retaliation

Sara and Mary are friends, and I am concerned about what will happen to me if I speak to Mary again about Sara falsifying her timecard.

CONTINUE

Scene 1 Slide 1

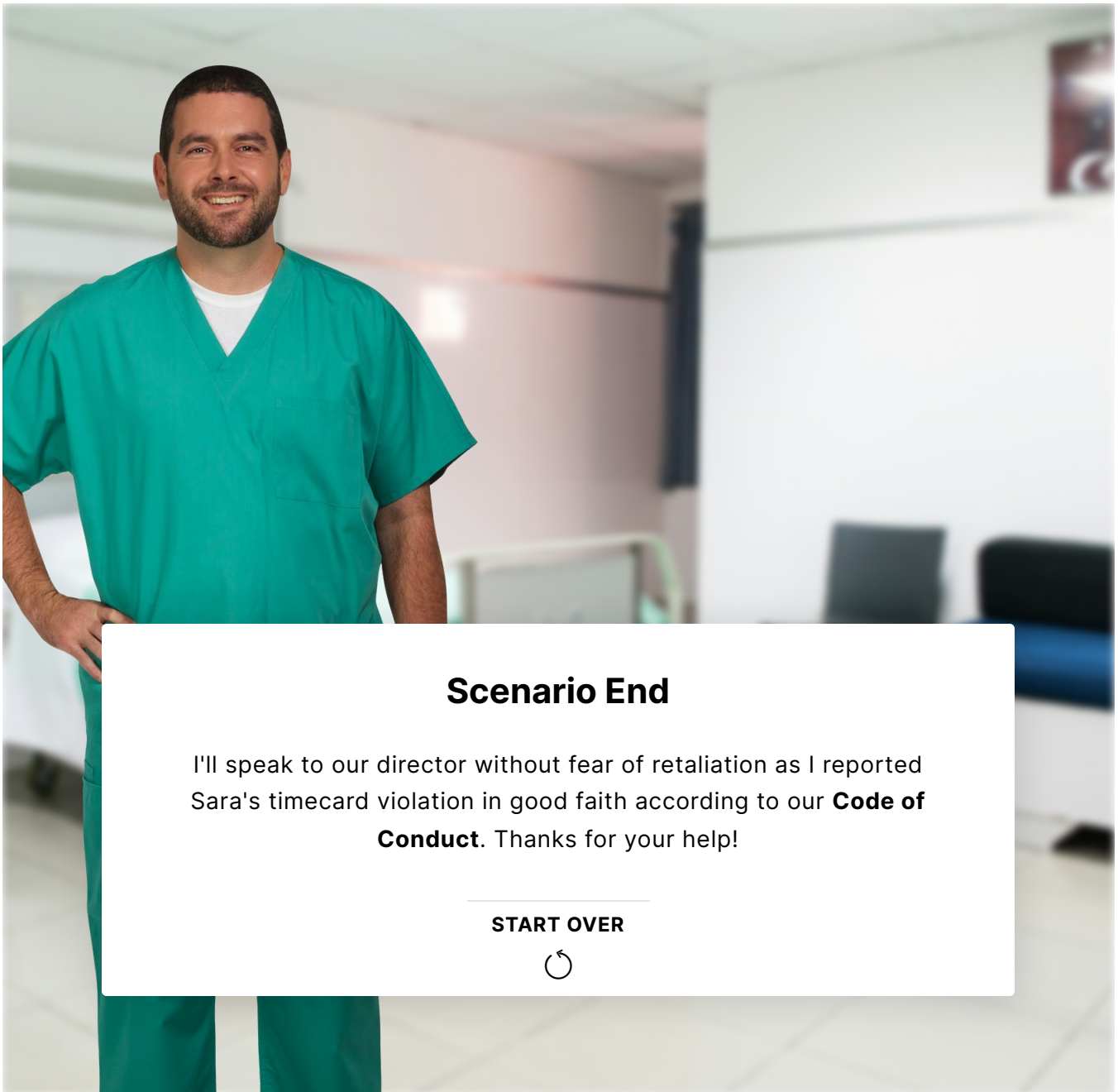
Continue → Next Slide



Scene 1 Slide 2

0 → Next Slide

1 → Next Slide



Scenario End

I'll speak to our director without fear of retaliation as I reported Sara's timecard violation in good faith according to our **Code of Conduct**. Thanks for your help!

START OVER



Scene 1 Slide 3

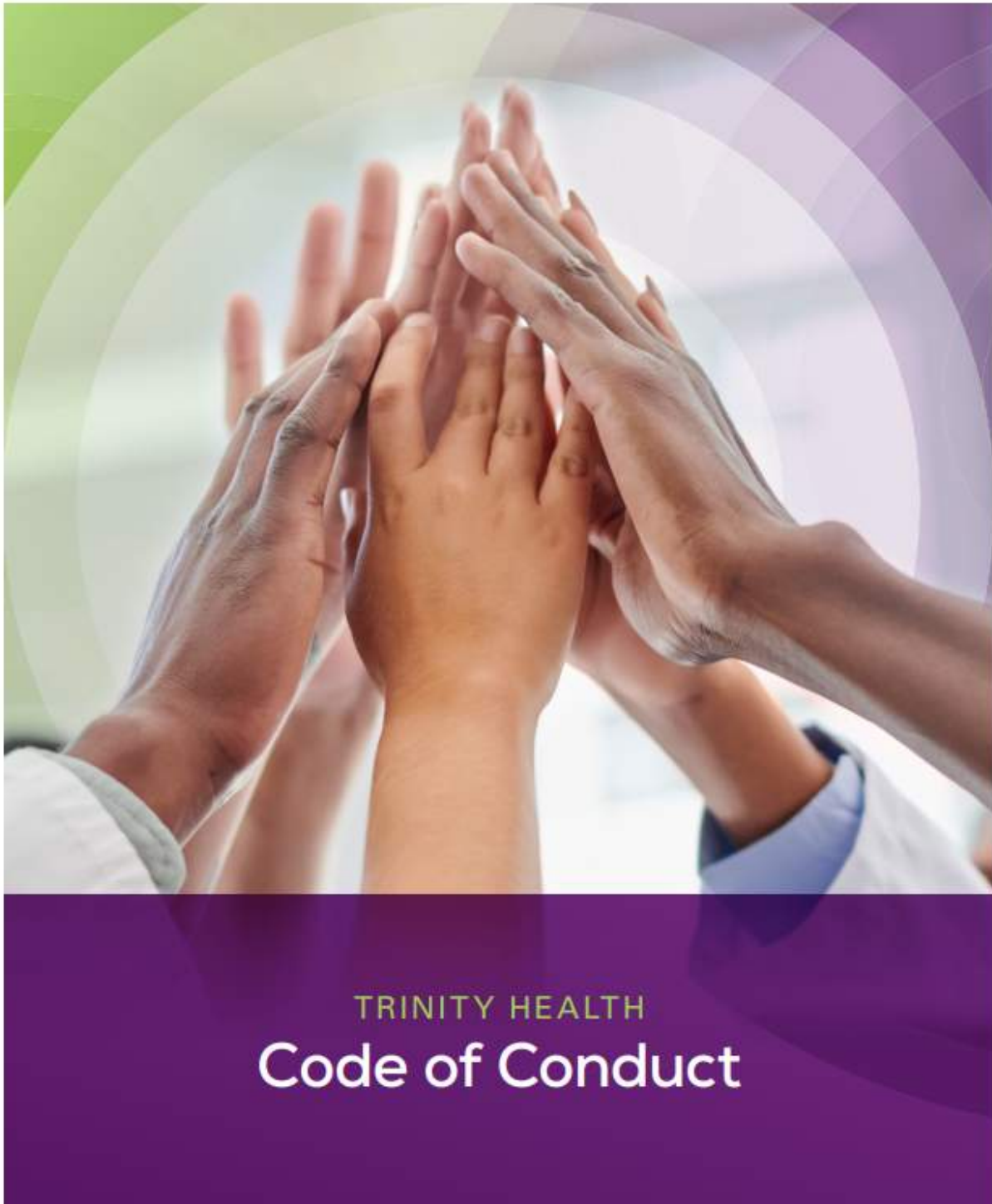
Continue → End of Scenario

As a new colleague you will be asked to review and agree to comply with the **Code of Conduct (COC)**. The **Code of Conduct** describes expected behaviors in our everyday relationships we may encounter while working at **Trinity Health**.

The **COC** applies to all including:

- **Colleagues**
- **Medical Staff**
- **Suppliers**
- **Contracted Staff**
- **Volunteers**
- **Other Service Providers**

Where can the Code of Conduct be found?



The Code of Conduct can be found:

- On [Trinity Health ZENworks](#)
- On [Trinity Health Integrity & Audit Services OneSource](#) site

- On your organization's intranet site
- By contacting your **Integrity and Compliance Officer (ICO)**

What are the expectations of all who work at **Trinity Health**?

Supporting integrity and compliance is the responsibility of **ALL** who work at **Trinity Health**.

Click on the plus signs to learn more about what is expected of **YOU**.

REVIEW —

Review and follow the **Code of Conduct**.

ACT —

Act with honesty and integrity.

ASK —

Ask questions when you're uncertain about what to do.

PARTICIPATE —

Participate in training programs - like this one - that help you understand what's expected of you in your role with **Trinity Health**.

FOLLOW —

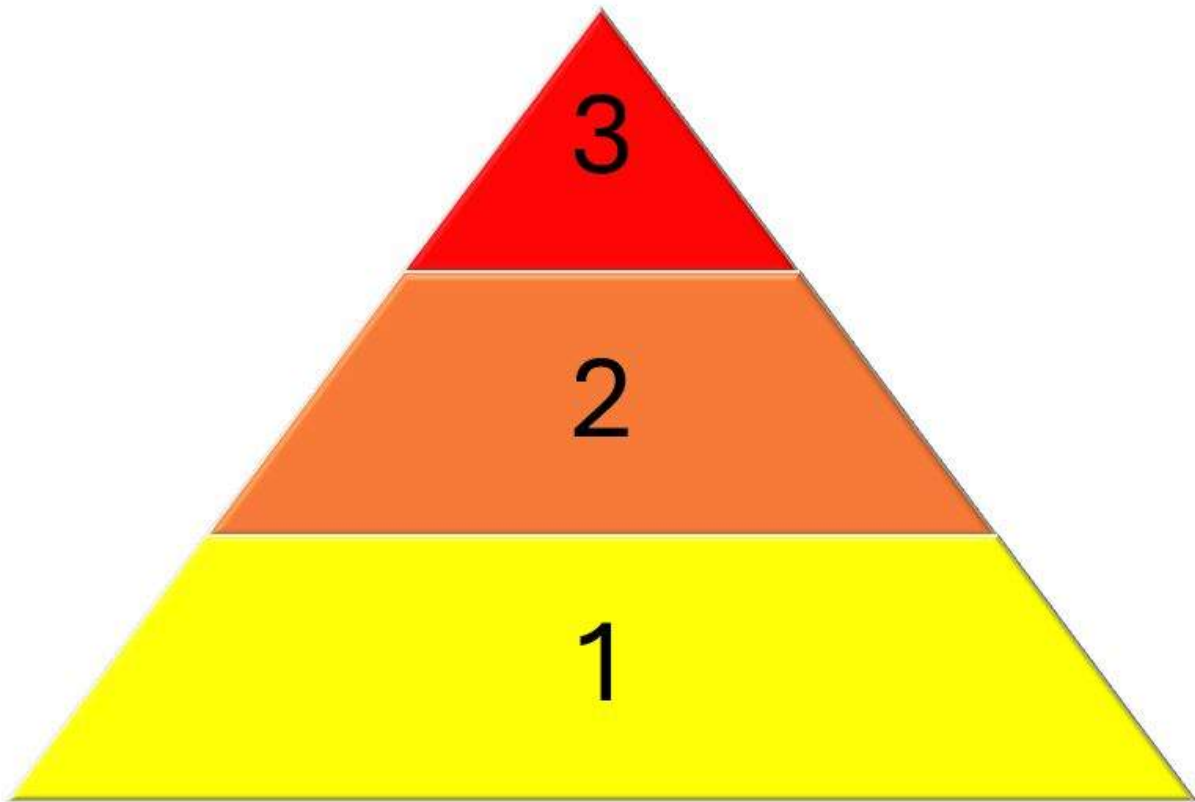
Follow all laws, regulations, and **Trinity Health** policies.

SPEAK UP —

Speak up when you're concerned about behavior or actions that are inconsistent with the **Code of Conduct**, including potential violations of laws or regulations.

What are the consequences of violating the Code of Conduct?

Following the **Code of Conduct** supports us in making good decisions as well as furthering **TogetherSafe** behaviors. The standards included in the **Code of Conduct** are mandatory and must be followed.



We are all responsible for our behaviors and actions. Non-compliance with the **Code of Conduct** or other **Trinity Health** policies will be investigated and may result in disciplinary actions such as:

1. **Mandatory Training or Re-Training**
2. **Warnings, Suspensions**
3. **Termination of Employment**

Retaliation is Prohibited

Click each flip card to learn why.

Retaliation

Trinity Health prohibits retaliation in any form against individuals who report issues and concerns in good faith.

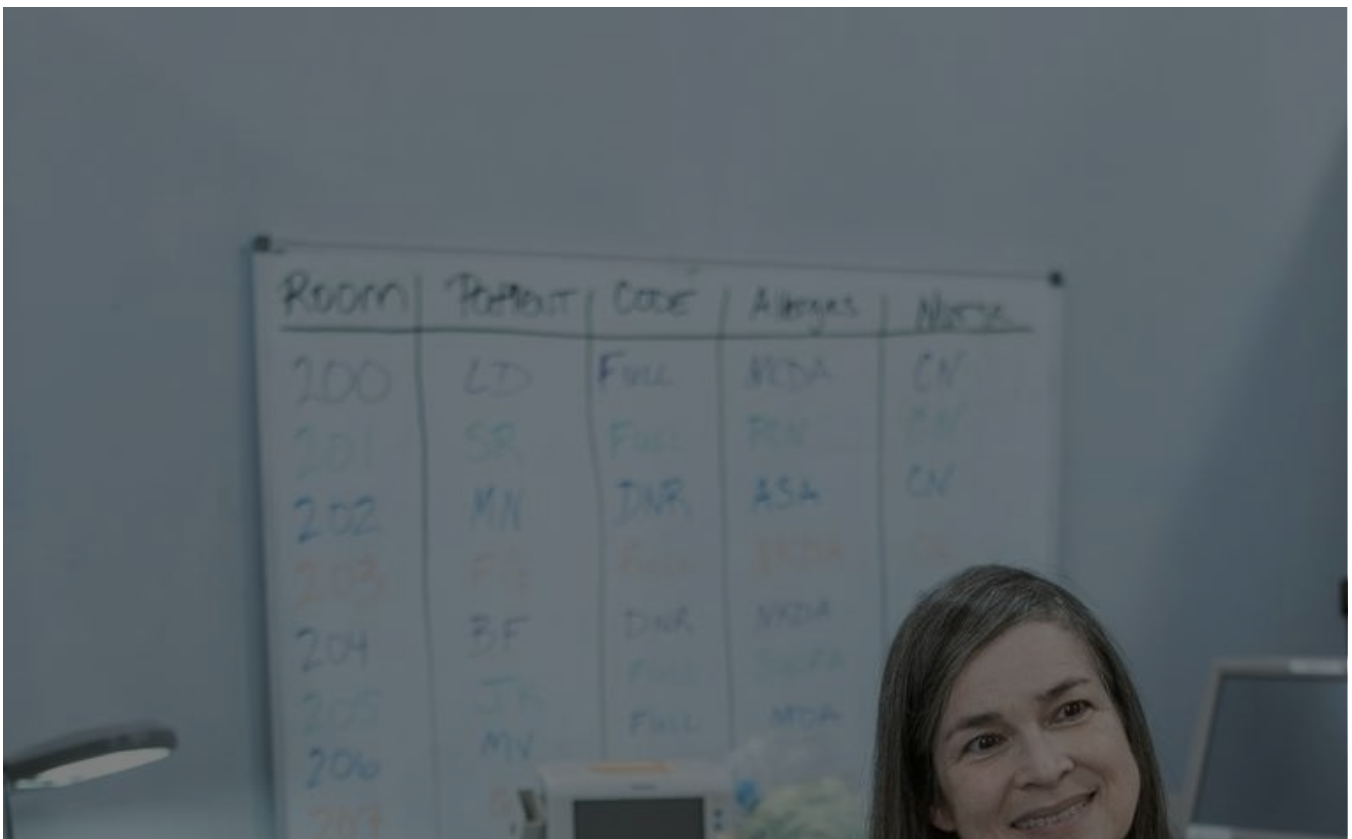
is

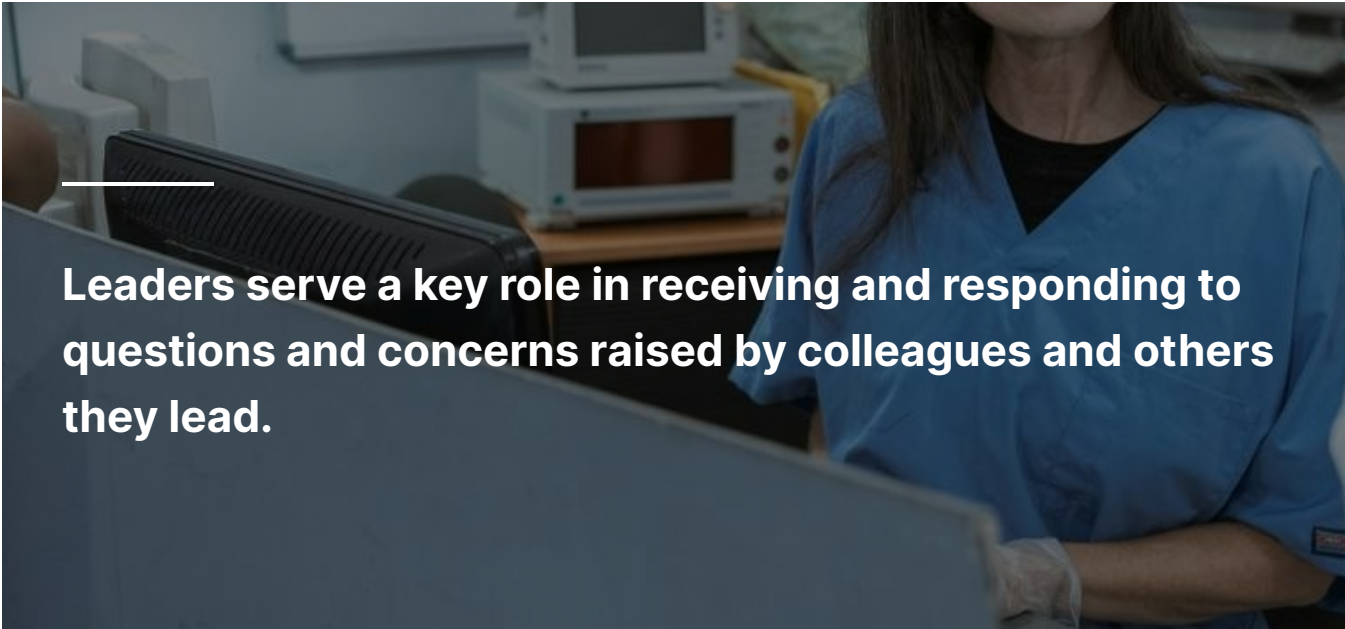
Retaliation is subject to discipline, up to and including termination of employment.

Prohibited

If you believe you are being retaliated against for making a report or raising a concern, contact your **Integrity and Compliance Officer** or the **Integrity and Compliance Line**.

A Leader's Role





Leaders serve a key role in receiving and responding to questions and concerns raised by colleagues and others they lead.

How leaders respond to questions and concerns is critically important to ensuring that those they lead have trust and confidence to bring important matters to their attention.

If you are a new leader, click all seven tabs to see the responsibilities of Leaders in Trinity Health.

SERVE	CONDUCT	PROMOTE	LEAD	EM
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Serve as a role model supporting our **Mission** and **Core Values**.



SERVE

CONDUCT

PROMOTE

LEAD

EM

Conduct your work with high ethical standards.

SERVE

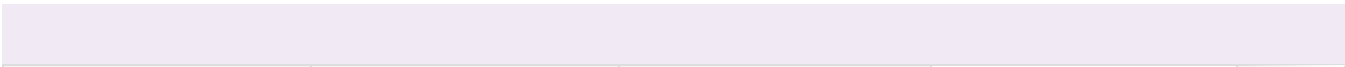
CONDUCT

PROMOTE

LEAD

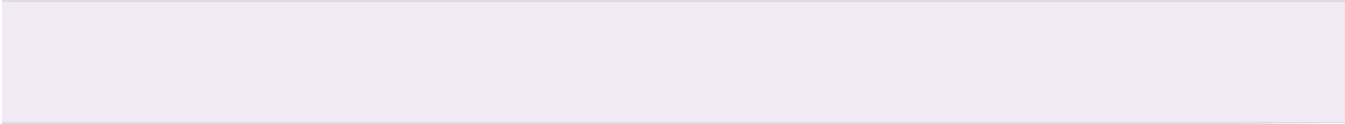
EM

Promote a culture of trust, open communication, and respect.



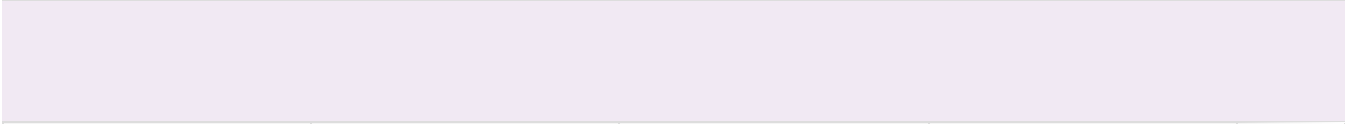
SERVE	CONDUCT	PROMOTE	LEAD	EM
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Lead your teams in knowing and applying the **Code of Conduct**.



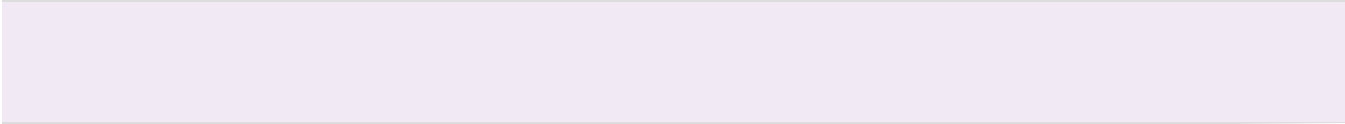
SERVE	CONDUCT	PROMOTE	LEAD	EM
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Encourage questions and reporting of issues and concerns.



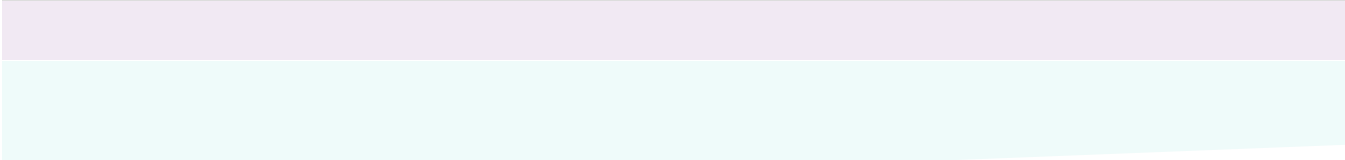
SERVE	CONDUCT	PROMOTE	LEAD	EM
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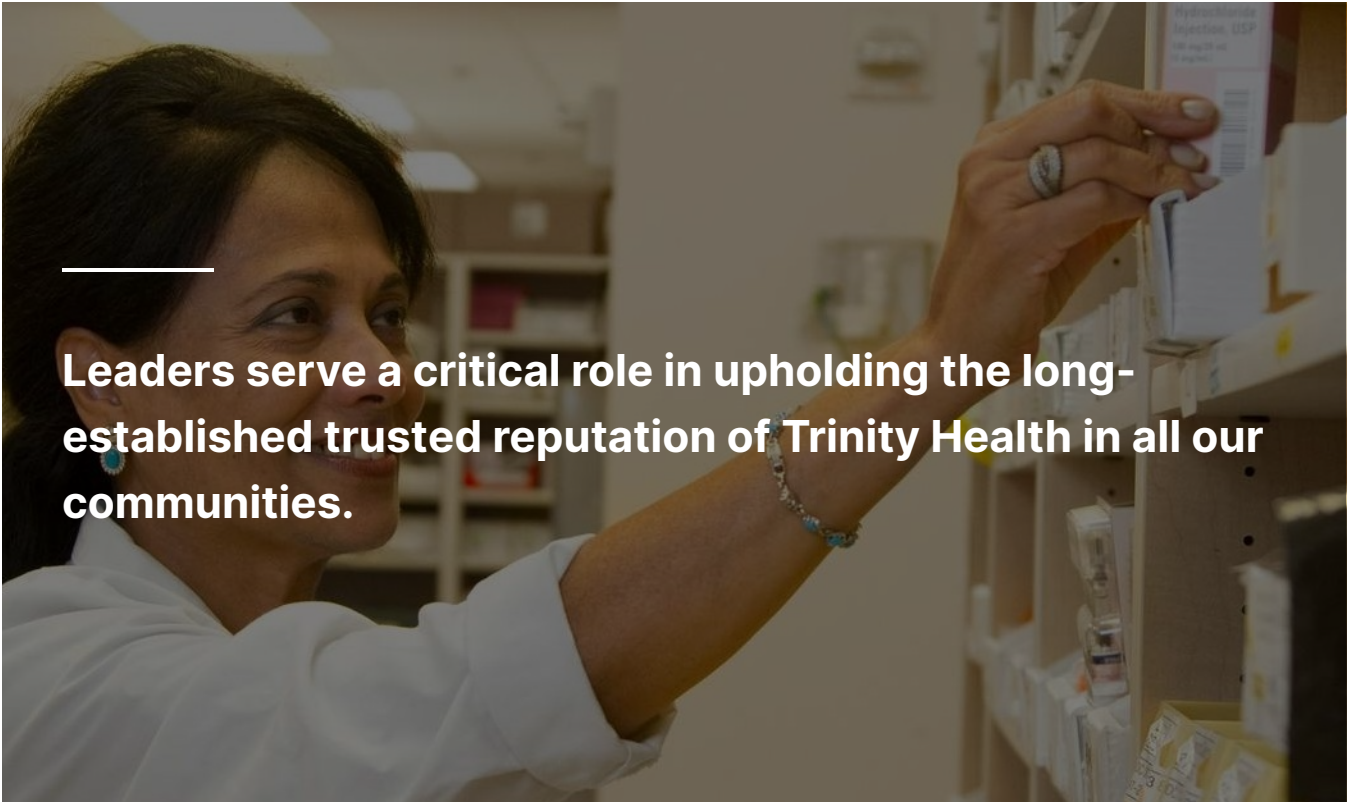
Respond timely and appropriately when matters are brought to your attention.



SERVE	CONDUCT	PROMOTE	LEAD	EM
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Comply with **Trinity Health's** non-retaliation policies.





Leaders serve a critical role in upholding the long-established trusted reputation of Trinity Health in all our communities.

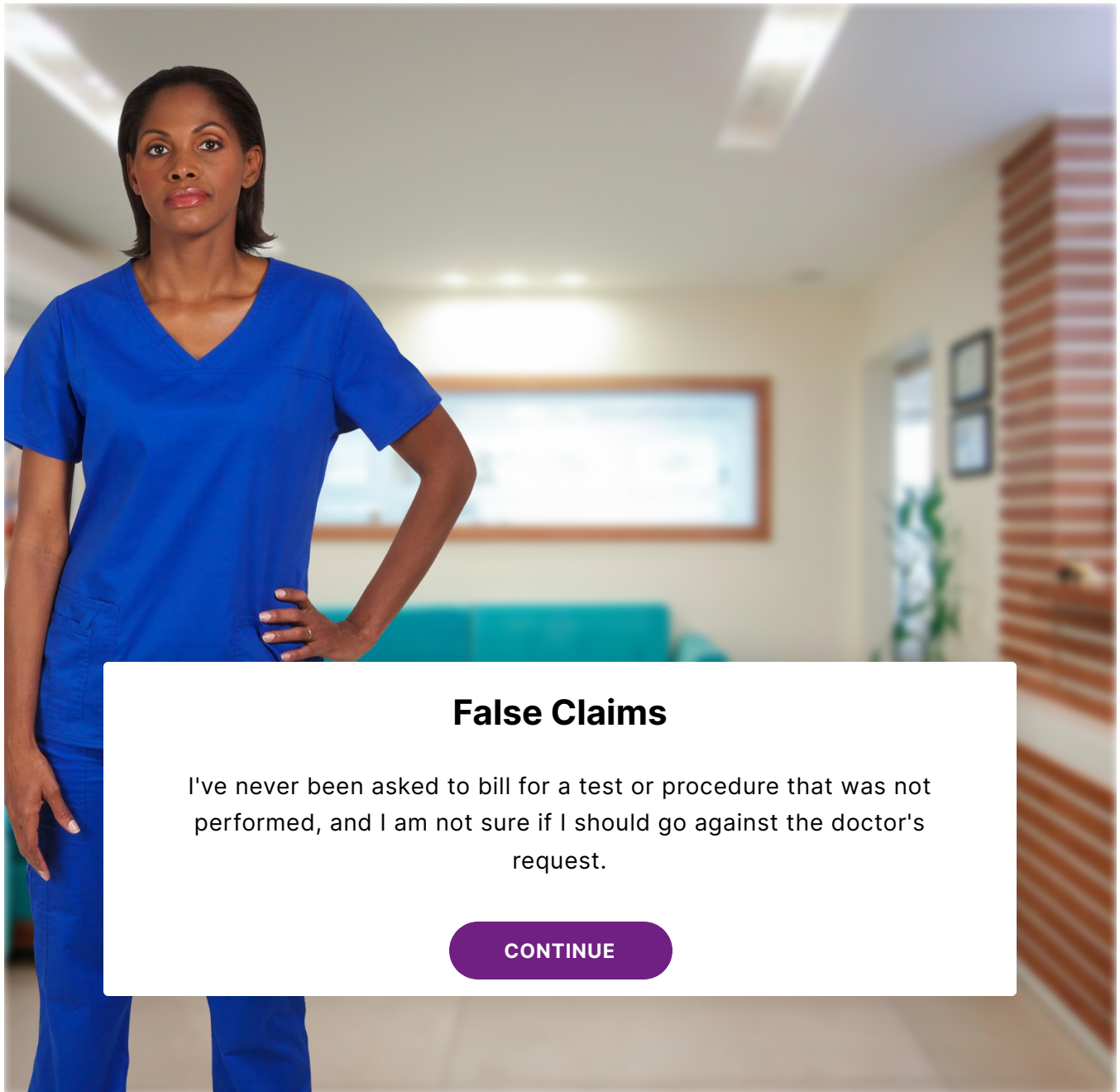
Next, let's review how we can support important relationships.

Supporting Important Relationships

Meet Hally

Hello, I'm Hally, a Billing Specialist at a Cardiology practice. A patient came in complaining of chest pain. After the visit, the doctor asked me to bill Medicare for multiple tests, including a stress test that was not performed, and I am not sure what to do.

[Click on the scenario below to see how you can help Hally.](#)



False Claims

I've never been asked to bill for a test or procedure that was not performed, and I am not sure if I should go against the doctor's request.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide



Should I speak with the doctor about the test, or should I bill Medicare?

1

Hally should bill the stress test to Medicare and not question the doctor's orders.

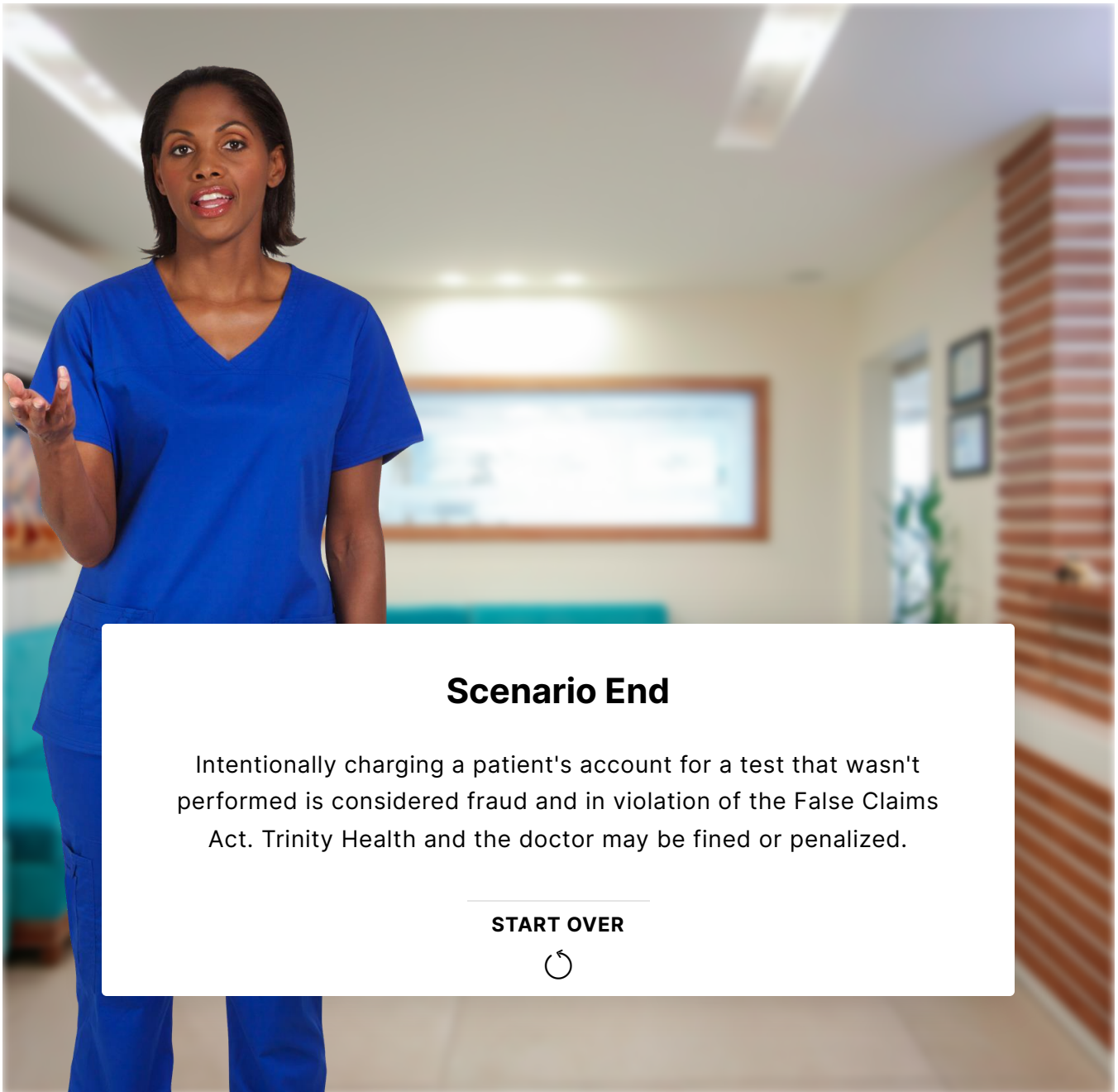
2

Hally should follow-up with the doctor and advise that the test was not done and cannot be billed.

Scene 1 Slide 2

0 → Next Slide

1 → Next Slide



Scenario End

Intentionally charging a patient's account for a test that wasn't performed is considered fraud and in violation of the False Claims Act. Trinity Health and the doctor may be fined or penalized.

START OVER



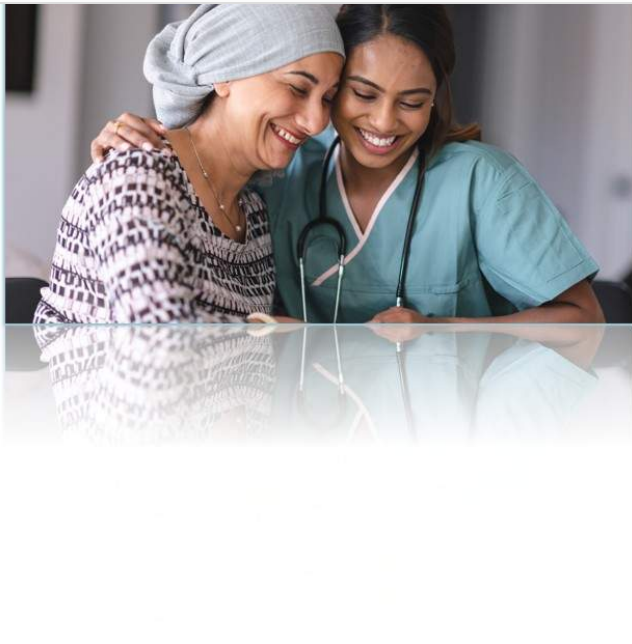
Scene 1 Slide 3

Continue → End of Scenario

Relationships with Those We Serve

Patients, residents, their family members and our communities are our #1 priority.

[Click to flip the cards to learn more.](#)



Whether you are directly involved in care delivery or serve in a supporting role, you are expected to:

- Deliver people-centered, high-quality health care services
- Speak up when you see

1 of 3

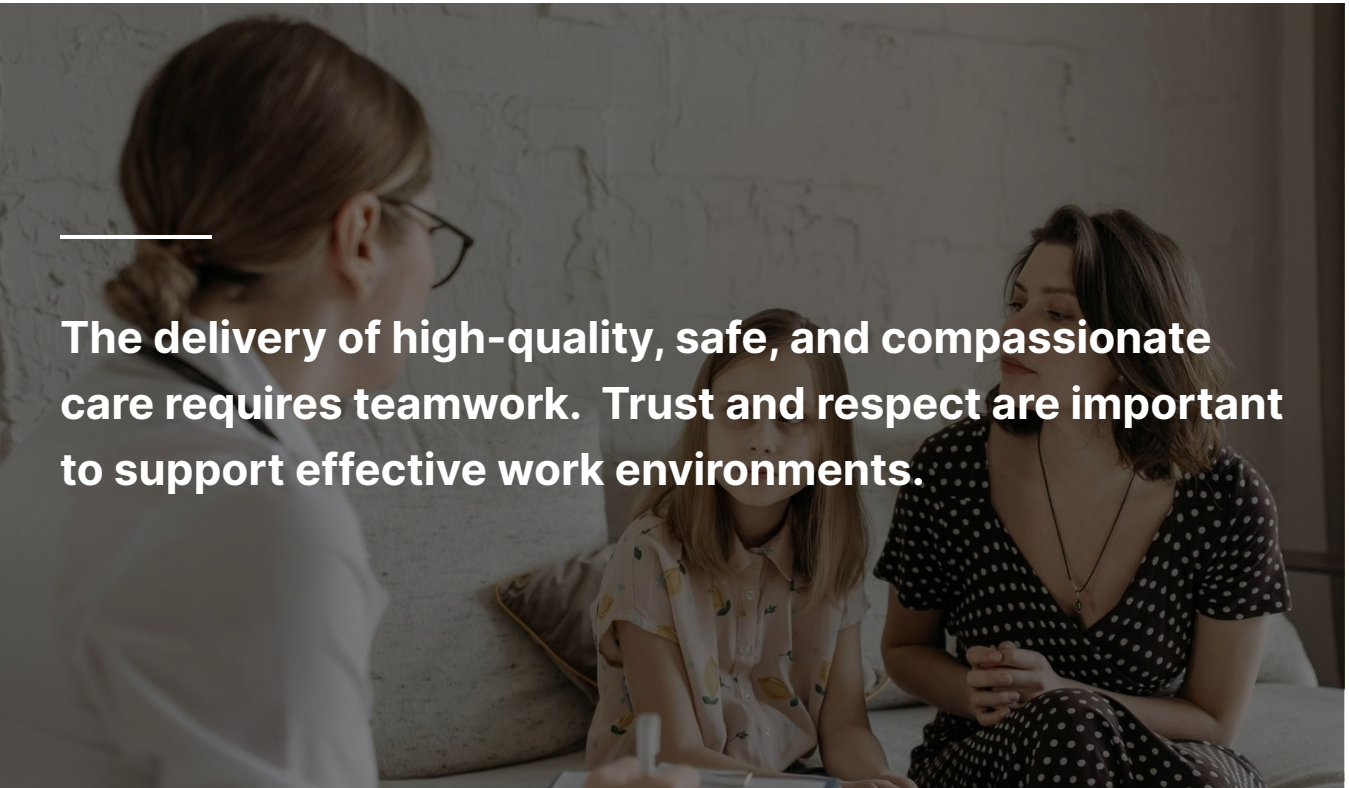
You are also expected to:

- Create and maintain complete, timely, and accurate medical and other records
- Protect the privacy and confidentiality of all



Trinity Health is committed to delivering health care that is medically necessary and appropriate. We assist patients and others in making informed care decisions and we respect and honor those choices.

The delivery of high-quality, safe, and compassionate care requires teamwork. Trust and respect are important to support effective work environments.



What are the expectations of all who work at Trinity Health?

Match the terms to complete the sentence to learn more about what's expected of us.

⋮ Treat

others with honesty and dignity

⋮ Communicate

when you see a quality or safety issue

⋮ Speak up

with others clearly, openly, and honestly

⋮ Refrain

from inappropriate physical contact and report workplace harassment, intimidation, or violence of any kind

⋮ Maintain

a safe work environment and promptly report a workplace injury or situation that could present a potential health and safety hazard

⋮ Perform

your duties and responsibilities free from the influence of drugs and alcohol

SUBMIT

Relationships with Government Regulators and Those Who Pay for our Services





Strong supplier and consultant relationships are built on mutual respect, open communication, reliability, and shared success.

Relationships with Payers

Federal and state health care programs, such as **Medicare**, **Medicaid**, and **Medicare Advantage** programs, as well as commercial insurance companies, pay for a majority of health care services **Trinity Health** provides.

These payers have established specific requirements that must be consistently followed to receive payment for services.

Relationships with Regulators and Those Who Pay for Our Services

Click the flip cards to learn more.

ACT

- Act with honesty and integrity
- Follow all laws, regulations, and **Trinity Health** policies

FOLLOW

Follow all requirements of payers to:

- Deliver high quality and medically necessary services
- Create and maintain complete and accurate medical records

PARTICIPATE

Participate in training and education programs.

Trinity Health is committed to complying with all laws and regulations that apply to our health care ministry.



Fraud, Waste, and Abuse

There are federal and state laws to protect government health care programs, like **Medicare** and **Medicaid**, from fraud, waste, and abuse.

These laws generally prohibit:

- **Submitting claims for services not provided**
- **Submitting claims for medically unnecessary services**
- **Offering or paying money or anything of value to encourage or reward referrals of patients for our health care services**



Fraud, Waste, Abuse, and Errors Explained

Click the plus signs to learn more.

Fraud —

Fraud involves intentional acts of deception for financial gain; this includes knowingly submitting false claims for services not provided.

Ex. A provider intentionally falsifies a medical record and bills for services that were not provided.

Waste —

Waste involves overseeing services that result in unnecessary costs to a health care program.

Ex. Ordering excessive lab tests that are not medically necessary.

Abuse —

Abuse involves questionable practices which do not meet accepted medical or business policies.

Ex. Overcharging or misusing billing codes to increase payment.

Errors —

Errors occur when unintentional mistakes are made on claims, reports, or other information submitted to **Medicare**, **Medicaid**, and other payers.

Ex. Coding errors and registration errors resulting in the wrong patient being billed.

Trinity Health is committed to preventing and detecting fraud, waste, and abuse and correcting errors in our operations when they occur.

CONTINUE

False Claims Act



The **False Claims Act** is a federal law that makes it a crime to knowingly make a false record or submit a false claim to a federal health care program.

Violations of false claim laws can result in significant civil and criminal penalties for organizations and individuals.

How can you help prevent fraud, waste, and abuse and avoid false claims?

Depending on your role at **Trinity Health**, you can help prevent fraud, waste, and abuse and avoid false claims.

Click on all six tabs to learn more.

MAINTAIN

FILE

FOLLOW

RECOGNIZE

Maintain complete and accurate medical records.



MAINTAIN

FILE

FOLLOW

RECOGNIZE

File complete and accurate reports with payers and government agencies.

MAINTAIN	FILE	FOLLOW	RECOGNIZE	
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Follow all requirements of **Medicare, Medicaid**, and commercial health insurance programs.

MAINTAIN	FILE	FOLLOW	RECOGNIZE	
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Recognize potential errors and take corrective actions to prevent future errors from occurring.

MAINTAIN	FILE	FOLLOW	RECOGNIZE	
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Ask questions and/or report concerns.

MAINTAIN	FILE	FOLLOW	RECOGNIZE	
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Return overpayments to **Medicare, Medicaid**, and other health care programs in a timely manner.



The submission of false claims is strictly prohibited at **Trinity Health**. Colleagues with any knowledge or concerns regarding potential false claims are expected to seek assistance from their **Direct Leader** or **Integrity and Compliance Officer**.

CONTINUE

Financial Relationships with Physicians and Other Referral Sources

There are several federal and state laws that specifically apply to financial relationships between **Trinity Health** and physicians and other people or entities that refer patients or residents for our care and treatment.

Violations of these laws, even if unintended, can result in significant legal and financial penalties to the organization and individuals.



Trinity Health has specific policies to ensure compliance with these laws. If your role or responsibility at **Trinity Health** includes interactions with physicians or other referral sources, you should be familiar with these policies.

These policies are based on two key principles:

1. **WE DO NOT PAY FOR REFERRALS.** Referrals, admissions, and treatment decisions are based on an individual's medical needs and our ability to provide the needed services.
2. **WE DO NOT ACCEPT PAYMENT FOR REFERRALS.** No one at **Trinity Health** is permitted to ask or accept anything of value in exchange for the referral of patients.



Contact your Integrity and Compliance Officer if you have questions concerning financial relationships and referrals.

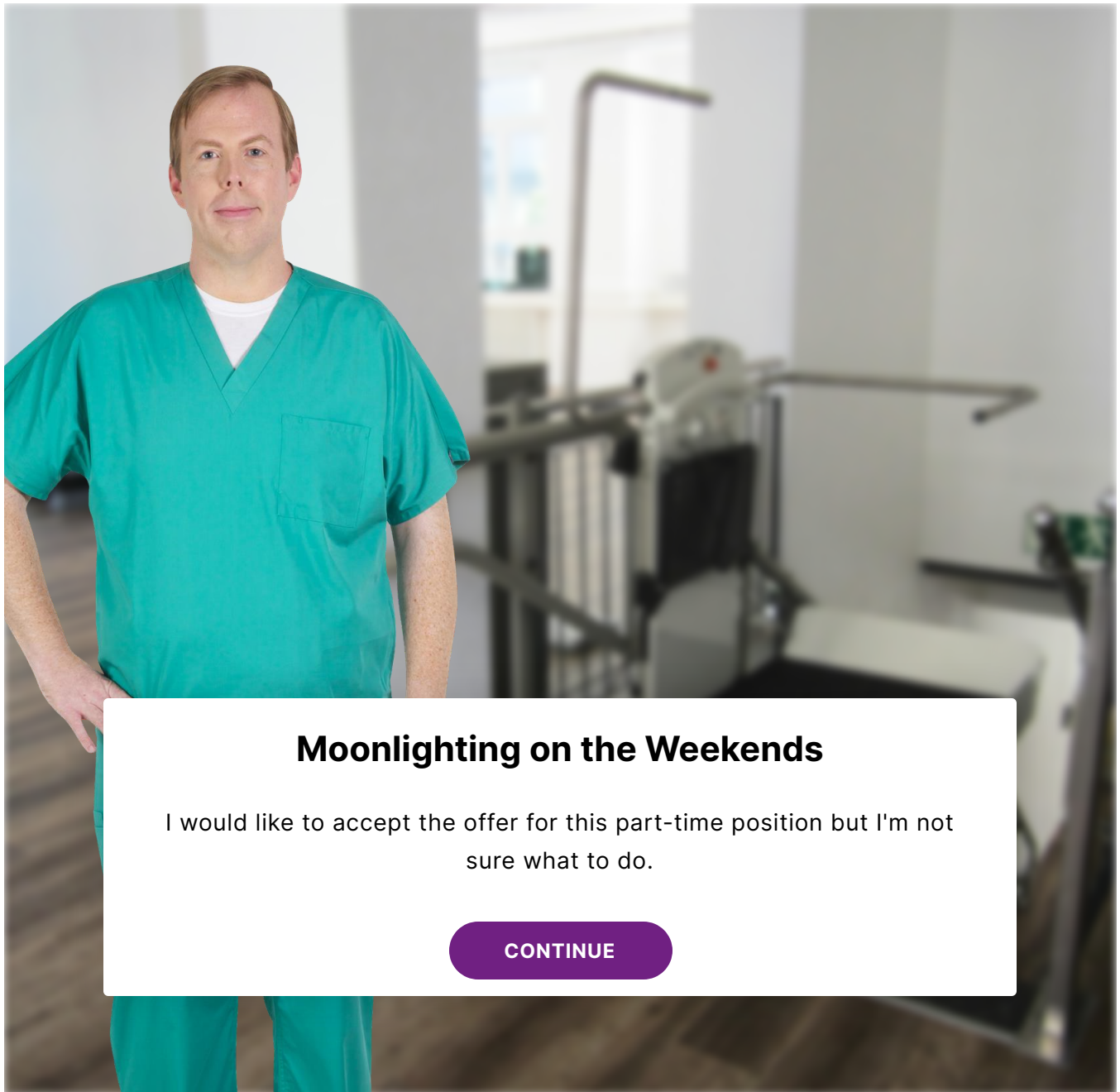
Now, let's review our relationships with suppliers, contractors, and consultants.

Relationships with Suppliers, Contractors, and Consultants

Meet Scott

Hey, I'm Scott, a full-time Physical Therapist, working Monday through Friday. I was offered a part-time therapist position at an outpatient rehab center on weekends. The work itself would not conflict with my current schedule or duties, but I'm not sure if I can work for another organization.

[Click on the scenario below to see how you can help Scott.](#)



Moonlighting on the Weekends

I would like to accept the offer for this part-time position but I'm not sure what to do.

CONTINUE

Scene 1 Slide 1

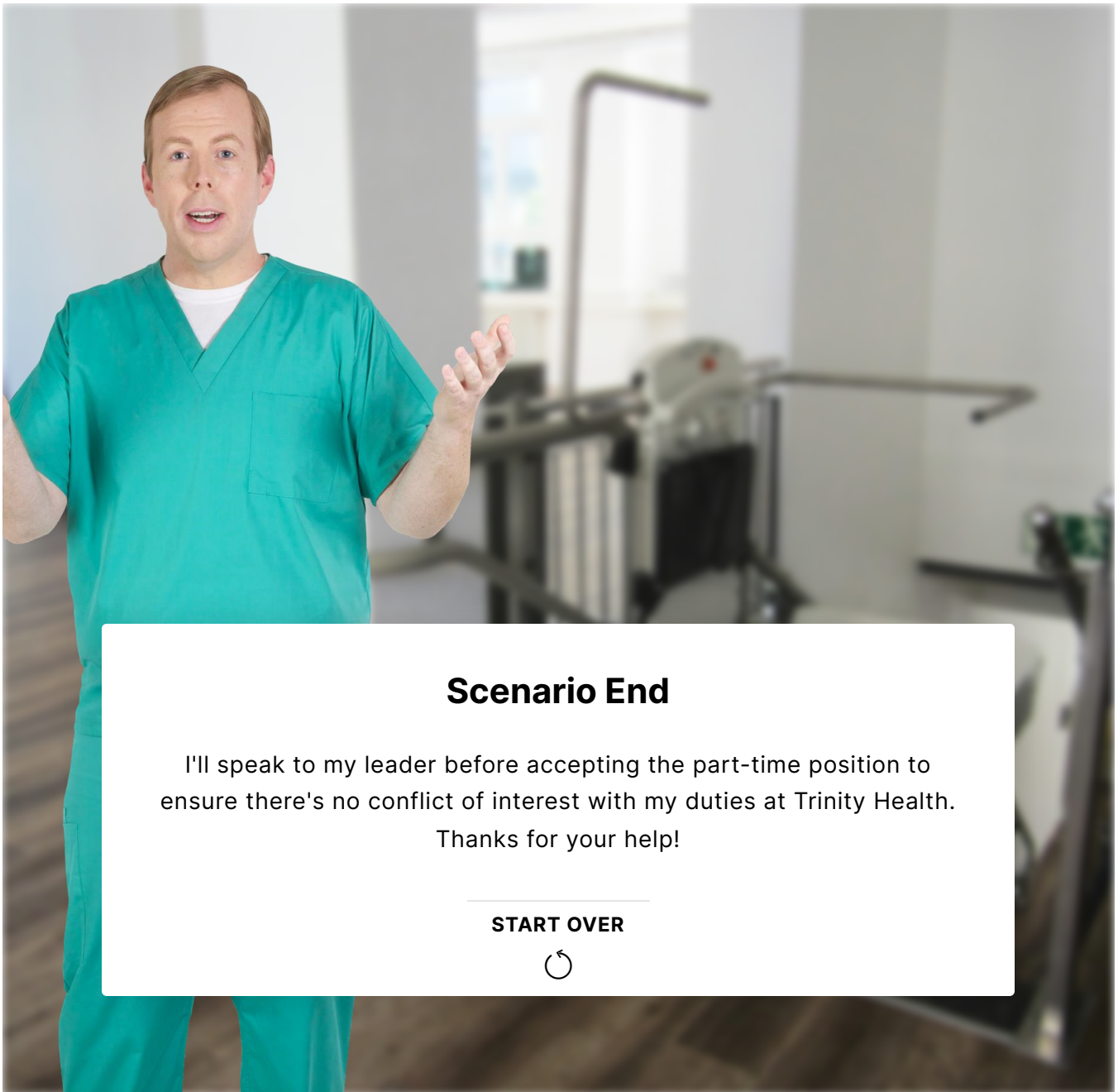
Continue → Next Slide



Scene 1 Slide 2

0 → Next Slide

1 → Next Slide



Scenario End

I'll speak to my leader before accepting the part-time position to ensure there's no conflict of interest with my duties at Trinity Health.
Thanks for your help!

START OVER



Scene 1 Slide 3

Continue → End of Scenario

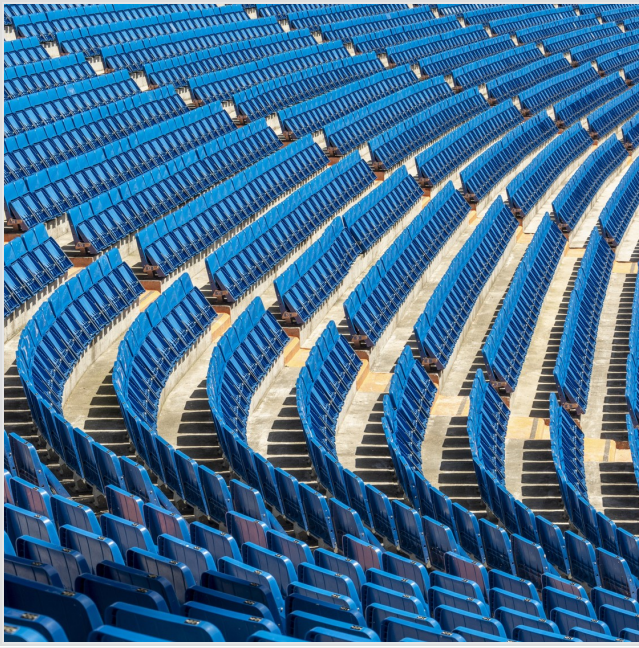


Trinity Health colleagues are expected to maintain appropriate business relationships with suppliers, contractors, consultants, and others who provide goods or services.

Health care is a highly regulated industry. Giving and receiving gifts, meals, entertainment, and travel may create a real or perceived conflict of interest. In some cases, those expenses could also be viewed as a kickback in violation of the law.

What should you do when encountering potential conflicts of interest?

Click the flip cards to learn more.



Politely decline gifts from suppliers or other business partners including invitations to social or entertainment events, meals, or other items of value.



Refer to the **Code of Conduct** for the discussion of limited situations where an occasional meal, refreshment, or non-cash items of minimal value may be accepted (e.g. pens, coffee mugs).

Conflict of Interest

You are expected to avoid situations that could place you in conflict with **Trinity Health's** interests. A conflict of interest may exist when your outside activities or relationships influence or could appear to influence your judgment or decision-making.

Let's take a look at other potential conflicts of interest that may occur in addition to gifts, entertainment, and meals from suppliers.

Click the plus signs below to learn more.

Outside Employment —

Outside employment with an organization that conducts business with or competes with **Trinity Health**, or which interferes with your **Trinity Health** duties.

Consulting Services —

Providing consulting services for outside organizations that conduct business with or compete with **Trinity Health**.

Family Employment —

Family member employment or relationship with a **Trinity Health** business partner or potential business partner (e.g., supplier, contactor, consultant), and the colleague can influence decision-making regarding the business partner.

Endorsement —

Endorsement or testimonials for suppliers or other organizations doing business with **Trinity Health**.

Financial Interests —

Financial interests include ownership, or investment interest of you or a family member in companies doing business with **Trinity Health**.

When considering conflicts of interest, remember
appearances do count!

Trinity Health colleagues are required to disclose any actual or potential conflicts of interest annually and update them as necessary.

Contact your **direct leader** or **Integrity and Compliance Officer** if you have a conflict of interest to disclose.

Next, let's review patient rights.

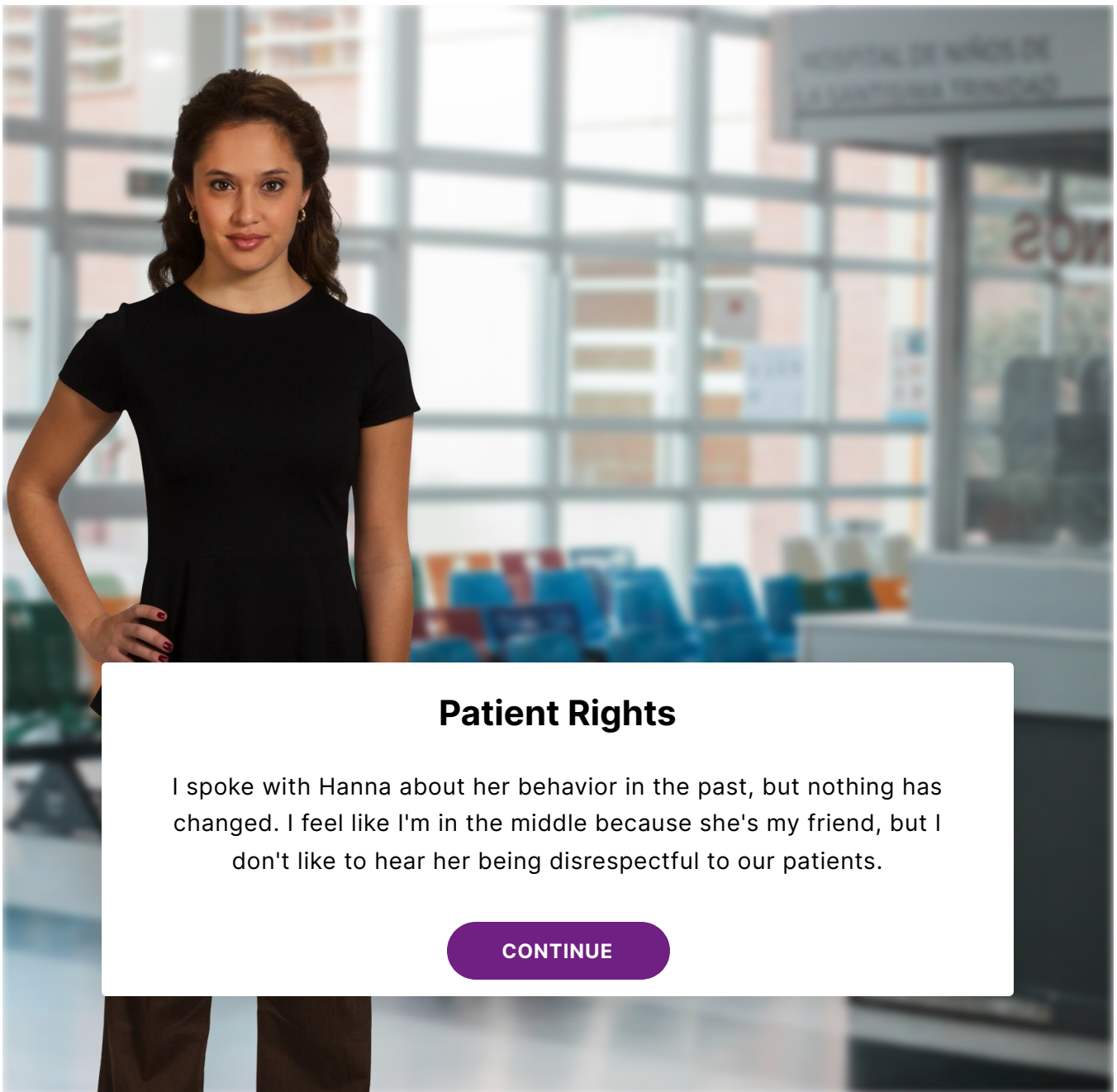
Patient Rights

Meet Paige

Hi, I'm Paige. I work in Patient Registration with my friend, Hanna. Today I overheard her speaking to Ms. Barnes in a disrespectful manner.

This is not the first time I've witnessed Hanna being rude to a patient, but I was unable to step in to mediate as I was assisting a patient of my own.

Click on the scenario below to see how you can help Paige.



Patient Rights

I spoke with Hanna about her behavior in the past, but nothing has changed. I feel like I'm in the middle because she's my friend, but I don't like to hear her being disrespectful to our patients.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide



What should I do after hearing the negative interaction she had with Ms. Barnes?

1

Discuss what you witnessed with your leader. If the leader does not help, contact a higher-lever manager, HR or Integrity and Compliance Line.

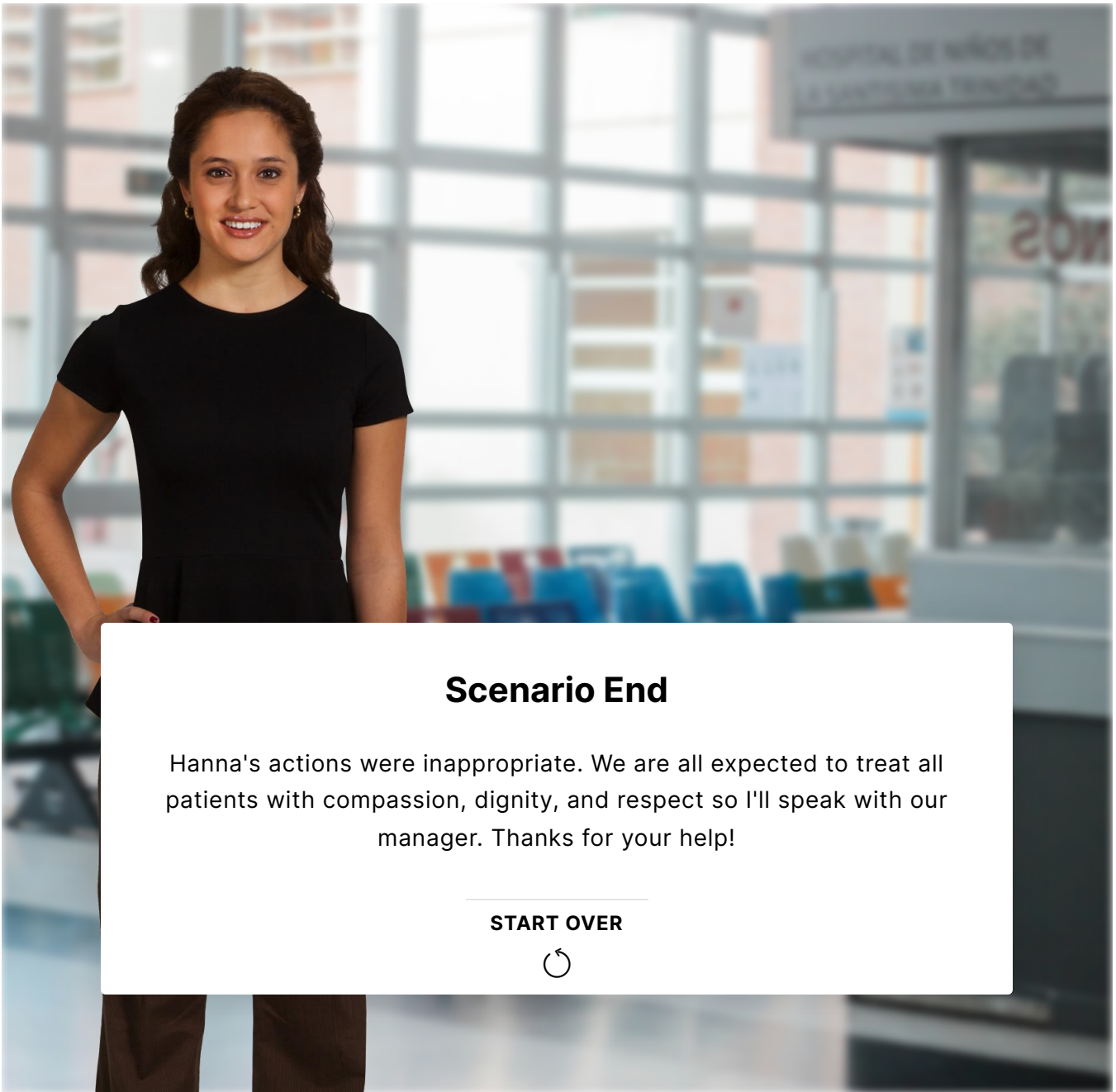
2

Leave it alone. You and Hanna are friends, and you don't want to damage your relationship.

Scene 1 Slide 2

0 → Next Slide

1 → Next Slide



Scenario End

Hanna's actions were inappropriate. We are all expected to treat all patients with compassion, dignity, and respect so I'll speak with our manager. Thanks for your help!

START OVER



Scene 1 Slide 3

Continue → End of Scenario

CONTINUE

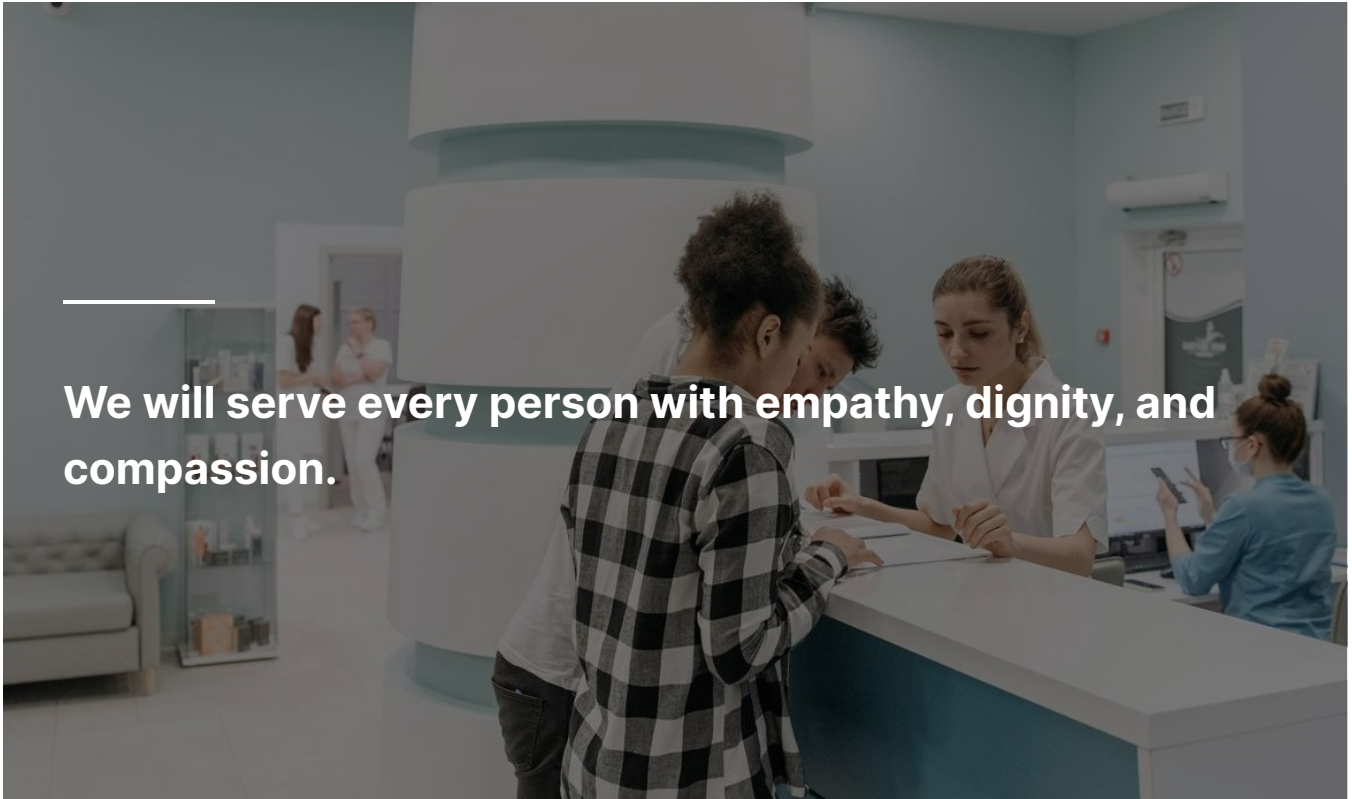
Our priority is to welcome all individuals who come to us for care, treatment, and services.

We comply with all Federal civil right laws and do not exclude anyone or treat them differently because of their:

- Age
- Race
- Color
- Ethnicity
- Primary Language (including limited English proficiency)
- National origin
- Religion
- Socioeconomic status (including ability to pay or participate in Medicaid, Medicare, or Children's Health Insurance Program)
- Sex (including sex at birth, or legal sex) sex characteristics (including intersex traits), pregnancy or related conditions, sex stereotypes, sexual orientation, gender identity or expression
- Veteran status
- Or any other category protected by law

- **Culture**
- **Physical or
mental disability**

We will serve every person with empathy, dignity, and compassion.



Patients have the right to **ethical**, **high quality**, **safe**, and **professional care** in a clean, smoke-free setting.

They also have the right to be informed of their health status, to participate in care decisions, and to be treated with respect. Patients also have a right to privacy, to receive help when leaving a hospital, and with billing and insurance claims.

Language services are available to help those patients with limited English proficiency or other communication needs.

Cultural Sensitivity



Cultural sensitivity promotes health and healing by meeting the needs of the individual and must be incorporated when working with patients and residents to develop and implement their plan of care.

Being culturally sensitive includes:

- **Learning** what is important to an individual and respecting those preferences
- **Being sensitive** to their communication needs
- **Promoting** well-being by respecting the needs of all individuals
- **Being sensitive** to values, beliefs, and practices while providing person-centered care

Privacy



Be a Trusted Partner Protect Patient Privacy

Remember:

- Personal use of medical information in our electronic health record is strictly prohibited*.
- Do not access medical information for any reason not related to your role.
- Trinity Health monitors user access.
- Report concerns through the Privacy Concern Reporting tool.

*see Appropriate Personal Use policy, ICP.23 and Monitoring Access to Systems Containing PHI, ICP.25.



Protecting the privacy and security of information we receive from patients, residents, and others is crucial to maintaining the trust of all those we serve in **Trinity Health**.

Federal and State Privacy Laws require that we protect and secure the privacy of all **Protected Health Information**, or **PHI**, we encounter in our work.



PHI is any information about an individual's health, treatment or payment that we create or collect as a health care organization that can be used to identify the individual. It includes demographics, past and present medical information and healthcare payment information we receive from patients in our care.

PHI is collected in many ways including paper and electronic records, films and digital images, and even in verbal discussions.

CONTINUE

Privacy Guidelines

Here are important guidelines you are expected to follow to safeguard all **Protected Health Information (PHI)** you may encounter in your work.

Access to PHI —

Access, review, and use **PHI** only if necessary to do your job. **Trinity Health** has a Zero Tolerance enforcement standard for inappropriate access to our patients' medical records. It is never appropriate to access **Trinity Health** patient information for personal use.

Like your family and friends, you, as a **Trinity Health** colleague, must use the **MyChart** patient portal to view your own information.

Trinity Health routinely monitors user access to our electronic health records. We have lost good colleagues who accessed medical records for non-business purposes out of curiosity or concern.

Safeguard PHI —

Safeguard **PHI** and do not leave it unattended or available to others.

Be Aware —

Be aware and do not discuss **PHI** in public areas (e.g., elevators, cafeterias, or restrooms)

PHI Release or Removal —

Only release **PHI** to others or remove **PHI** from your facility when you have authorization from your immediate leader.

Store PHI —

Store **PHI** only in **Trinity Health** approved applications. For more information on safely storing PHI, please see the **Trinity Health Enterprise Information Security guidance** at <https://mytrinityhealth.sharepoint.com/sites/SO-TISEIS/SitePages/Where-Can-I-Store-PHI-.aspx>.

Never Post PHI —

Never discuss, post, or live-stream **PHI** on any social media site such as **Facebook, Instagram, or X** (formally known as Twitter) whether using those sites at work or home.

Notify Your Leader —

Immediately notify your leader or the **Privacy Center of Expertise** if you believe PHI has been lost, stolen, or accessed inappropriately.



Promptly report any privacy concerns to one of the following:

- **Your Privacy Officer**
- **The Privacy Center of Expertise - 883.718.1043**
- **Privacy Concern Icon in ZENworks**



We are almost at the conclusion of our training so let's review some helpful resources.

CONTINUE

Resources

Trinity Health supports an environment that encourages all of us to seek answers to questions and to report issues and concerns.



We are all expected to report any activity we believe may violate applicable laws, regulations, professional standards of practice, or the **Code of Conduct**.

The **Code of Conduct** addresses common issues and questions you may encounter in your work at **Trinity Health**. However, there may be times when the answer to a particular question is not clear, or times when you have a compliance or other concern that needs to be addressed.

Click on the plus signs below to view the resources available to assist you.

Your Direct Leader —

Your **direct leader** is usually the best place to start for getting answers to questions. Your leader understands the work you do and may already have the information you need or can direct you to the right resource.



Contact a Higher-Level Manager —

Contact a **higher-level manager** if you are uncomfortable speaking with your direct leader or believe the concern has not been appropriately addressed.

Your Organization's Human Resources Staff —

Your organization's **human resources staff** can likely answer many of your questions and assist you in addressing workplace issues and concerns.

Your Integrity and Compliance Officer —

Your **Integrity and Compliance Officer** is responsible for the operation of the Integrity and Compliance Program in your Ministry and is available to assist in getting answers to your questions

and concerns.

Integrity and Compliance Line

You are always welcome to contact the **Trinity Health Integrity and Compliance Line** with your questions and concerns.

Click the flip cards to learn more.

CALL

Call the Integrity &
Compliance Line at
866.477.4661

FILE

File a report at
www.mycompliancereport.com
Access ID: **THO**

CLICK

Click the Compliance
Concern icon in **ZENworks**



You may choose to remain anonymous, and all reports are treated as confidentially as possible.

Additional Resources

Additional Resources

Click on the arrow below to download a list of Integrity and Compliance resource links.



ICP Resource Links.docx

22.4 KB



Thank you for participating in this training course.