

ESH CORPORATE COMPLIANCE AND ETHICS PROGRAM

PRINCIPLES & STANDARDS

- EMPLOYMENT RESPONSIBILITIES
- CONFIDENTIALITY
- CLIENT RIGHTS
- SAFETY
- CLINICAL RECORD
- BILLING & MEDICAL NECESSITY
- DOCUMENTATION
- AUDITING AND MONITORING
- FINANCIAL REPORTING
- RESPONSIBLE CONDUCT OF RESEARCH
- KICKBACKS/ REFERRALS/
INDUCEMENTS
- GIFTS
- CONFLICT OF INTREST
- SANCTION SCREENING
- DISCLOSURE AND REPORTING
- WHISTLEBLOWER PROTECTION
- ENFORCEMENT AND DISCIPLINE
- EQUAL OPPORTUNITY

COMPLIANCE ALERT LINE LINK (C.A.L.L.) (757) 208-7933

The ESH Compliance Alert Line Link (CALL) is an anonymous phone line that currently receives calls into a voicemail box and is available to employees and others that suspect improper conduct or an ethical issue has arisen. This voice mail box will be checked daily, Monday thru Friday by the Facility Compliance Officer.

Individuals who report in good faith potential compliance or ethics issues will be accorded confidentiality and/or anonymity to the extent possible under the law. There is no obligation for the individual to record their identity.

Examples of reportable issues may include:

1. Suspected fraudulent billing/coding/documentation
2. Potential conflicts of interest
3. Misuse of patient data or PHI
4. Violation of patient rights
5. Inappropriate use of ESH equipment and supplies

The act of making a compliance report does not exempt the reporter from the natural and legal consequences of their own participation in unethical or illegal behavior and does not relieve the reporter of the obligation to file other mandated reports, such as those required under the Affordable Care Act.

Reports/Complaints may also be made via email:
ESH-Compliance@dbhds.virginia.gov



Eastern State Hospital is committed to providing the highest standards in professional clinical and administrative ethical practices. This standard is the expectation for all employees, consultants, and affiliates at every level in support of providing services to our patients