



Beth Israel Deaconess
Medical Center

Code of Conduct

INTEGRITY

at work

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From President Pete Healy Our Shared Commitment



Dear BIDMC Community Member,

Every day, each of us is trusted to do the right thing for our patients and their families, each other and the medical center. Why is this so important? Because our patients' expectations and well-being are at stake, as well as BIDMC's reputation and continued success.

This Code of Conduct is important reading for employees, physicians, researchers, volunteers, students and other members of our BIDMC community. Here you will find guidance for common situations and resources for your questions, whether you work in clinical care, research, education or an administrative role. Information about reporting concerns – both directly and anonymously – is also included.

The Code of Conduct is the foundation of our Compliance Program at BIDMC and our culture of respect. Our roles at BIDMC may be different, but we share a commitment to working with integrity, compassion and respect every day.

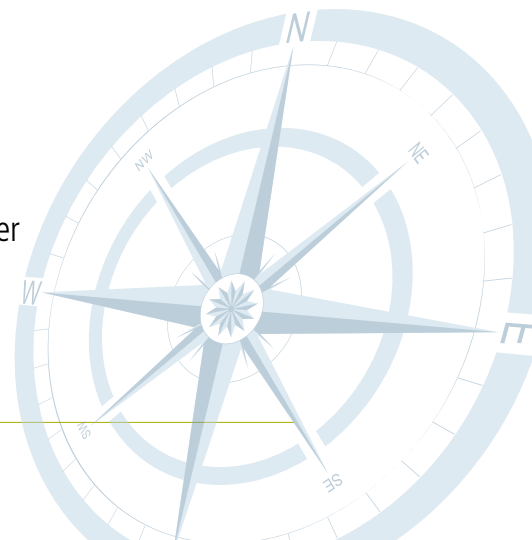
Please read this Code of Conduct and take it to heart; review it periodically to keep fresh in your mind our principles and the trust that has been placed in you.

Thank you for all you do to make BIDMC an exceptional place to work and receive care.

Sincerely,

A handwritten signature in blue ink that reads "Pete J. Healy". The signature is written in a cursive, flowing style.

Pete Healy
President
Beth Israel Deaconess Medical Center



The Beth Israel Deaconess Medical Center Mission

*To provide extraordinary care,
where the patient comes first,
supported by world-class education and research*



Our Core Values

BIDMC's core values serve as the foundation of our Code of Conduct. They guide everyday behavior and decision-making for BIDMC employees, physicians, researchers, volunteers, students, staff-in-training and vendors.

Integrity

- Live the mission and core values.
- Keep promises.
- Be viewed by yourself and others as ethical and trustworthy.
- Show consistency between your words and actions.
- Maintain privacy and confidentiality.

Respect

- Treat patients and each other with dignity, kindness and significance.
- Introduce yourself, be welcoming and call people by name.
- Answer questions, respond to requests or find someone who can.
- Value people's time.
- Honor religious beliefs and cultural practices.

Compassion

- Communicate with sensitivity.
- Take the time to listen carefully without rushing.
- Keep people informed about plans, progress and delays.
- Apologize when necessary.



Excellence

- Take accountability for excellence, both as an individual and as part of a team.
- Commit to high standards, do not accept mediocrity.
- Strive to exceed your colleagues' and patients' expectations.
- Do not wait for others to fix problems.
- Provide service of the highest quality to patients, customers and colleagues.
- Work as a team, because excellence is usually the result of team effort, not individual heroics.



Stewardship

- Take responsibility for the stewardship of resources.
- The resources we have are entrusted to us by our community; use them wisely.
- Respect the organization's and patients' property.
- Look for cost saving opportunities.

Community

- Practice culturally sensitive care with patients and their families.
- Support community partnerships – they are critical to our success.

Our People – Including You – Create Our Culture

We want you to experience firsthand every day how important the people of BIDMC are to creating a culture of integrity. So at BIDMC we do the following:

- Support employees and managers through our Employee Relations staff who help ensure a positive and respectful work environment.
- Hire the most qualified person for the job, without discrimination based on race, religion, gender identification, disability or any other legally protected status.
- Develop fair and consistent policies.
- Encourage staff to raise concerns about conduct and behavior, without fear of retaliation.
- Provide a drug-free work place.
- Stand against harassment or other inappropriate behavior.
- Promote employees' professional development.
- Value staff members' viewpoints and seek input and feedback.
- Create an atmosphere that is welcoming to all patients, family members, employees, visitors and members of the community.



What We Ask of You

- Meet the highest standards of your role at BIDMC.
- Maintain any qualifications and other requirements of your profession.
- Work within all laws, rules, policies and standards as you do your work and care for our patients, giving priority to patient safety and patient rights.
- Report to your manager or chief any errors, near-misses or problems-waiting-to-happen, even if they appear small, so we can protect the health and safety of our patients and fellow workers.
- Treat one another fairly and respectfully.
- Help make BIDMC the best place it can be.

A Culture of Respect and Dignity

A respectful working environment is one that is free from harassment and other inappropriate behavior. BIDMC's culture of respect means we are committed to treating each other and our patients and their family members with dignity and respect. We must speak up about behaviors that create an intimidating, hostile or offensive workplace. This includes offensive remarks, comments, jokes, slurs or harsh words pertaining to race, color, sex, sexual orientation, gender identity, age, religion, creed, national origin, disability, military service or other legally protected status.

Harassment can include offensive pictures, images, communications and emails, sexual remarks, sexual advances, requests for sexual favors and physical conduct, including touching and gestures. Shouting or raising a voice in anger, name-calling or directing profanity or threats at another individual are not allowed. There is simply no place for these behaviors at BIDMC.

Confidential Ways to Ask a Question or Report a Concern

Managers, department administrators, vice presidents and chiefs often are closest to a situation and can offer the best guidance if you have questions about the Code of Conduct or activities in your department or unit.

If you are uncomfortable talking with people around you about certain issues, Employee Relations and the Office of Compliance and Business Conduct are always available. We handle inquiries as confidentially as possible, depending on the circumstances. You can contact the Office of Compliance and Business Conduct anonymously. (See page 22 for contact information.)



WHAT IF...

A co-worker says something you find offensive and inappropriate. Your co-worker thinks it's funny, but it makes you uncomfortable. What do you do?



TAKE ACTION

BIDMC has a policy against talk like this. Please immediately notify your manager who will provide guidance and help determine next steps. In addition to your manager, you can call Employee Relations at (617) 632-9326 or the Office of Compliance and Business Conduct at (617) 667-1897. We can advise you or your manager on how to move forward. (See page 22 for all contact information.)



LEARN MORE

Visit the BIDMC Portal, search for Policies, Procedures, Guidelines and Directives (PPGD) and see PM-09, PM-14 and PM-22 in the BIDMC Policy Manual.

Topics We All Need to Know

This Code of Conduct lays out BIDMC's general expectations for integrity and respect. Keep in mind that to work or practice at BIDMC, you must become familiar with the Code of Conduct and follow the rules, regulations and policies that apply to you. On page 22, you'll find a full list of resources with more information about policies and contact information. In this section, we will review several topics that are important to every member of the BIDMC community.

The Patient is at the Center

Did you know that BIDMC is a national leader when it comes to improving patient care quality and safety? We share our progress and what we have learned with all BIDMC affiliates, as well as other institutions around the country. We promote excellence through sponsorship of innovation, education and research that is targeted to patient care quality and safety. As part of this work, we each have responsibilities:

- Follow all policies, procedures and guidelines related to the safe delivery of patient care.
- Accurately document the care that we provide for our patients.
- Report patient safety events or near-miss events in the Patient Safety Reporting System.
- Call out to our managers and chiefs concerns about patient care.

Keep Information Private

Patients, family members and our fellow co-workers at BIDMC trust us with their protected health information (PHI) and personal information (PI). You need to protect this information and use only the minimum amount necessary to do your job. Here is what we do:

- Look at and share PHI only when you need the information for treatment, payment (or other financial transactions) or hospital operations (known as "TPO") to perform your job responsibilities.
- Never view PHI or PI out of curiosity.
- Protect medical records, financial data, research data, business strategies and plans about BIDMC activities by logging out of your computer, locking offices, and securing files and records.

- Keep information secure from being lost, stolen or viewed by the wrong people:
 - At your desk or work area;
 - When you file it;
 - When you carry it from one place to another – ask yourself if you really need to carry information with you, whether on paper or on a thumb drive. Are you able to securely access the same information from another location?;
 - When you share it – by fax, email or in person; and
 - When you throw it away. Be sure to use locked shredding bins.
- Be aware when contributing to social media – Facebook, Instagram, Twitter, etc. – in your life outside of work:
 - Never share patient information, photos or other confidential or proprietary information, such as business or research plans.
 - Make it clear your opinions are your own and do not represent BIDMC.



WHAT IF...

You realize that you handed the wrong visit summary to a patient who has left the clinic. What do you do?



TAKE ACTION

Report to your manager and the Privacy Officer in the Office of Compliance and Business Conduct at (617) 667-2008 when you know protected health information or personal information has been lost, stolen or viewed by someone who should not have access to it. In addition, if computer equipment is lost or stolen, immediately contact the Information Systems Help Desk and Public Safety. (See page 22 for all contact information.)



LEARN MORE

Visit the BIDMC Portal and search for “KIP” Keep Information Private; also see the “PV” (privacy) section of the BIDMC Policy Manual in Policies, Procedures, Guidelines and Directives (PPGD).

- Keep information secure when using computers:
 - Create strong passwords/passphrases.
 - Never share your passwords.
 - Never use someone else's password.
 - Always log out or lock the computer when you leave.
- Use BIDMC-owned laptops and other equipment and confirm with Information Systems that they are encrypted. Encryption requires a special software that protects information so that only authorized users can read it.
- If your job requires you to use your own equipment to access BIDMC systems, make sure it is encrypted and that all software is up-to-date.
- Always keep portable equipment with you; never leave a laptop or tablet in your car or a public place.
- Do not click on links or attachments that are not familiar; it may be "phishing," which means someone is trying to steal your information or break into BIDMC systems.
- Do not download unknown programs, images or files.
- Never back up documents with PHI or PI on publicly available cloud storage. Call the Information Systems Help Desk if you have questions or special storage needs.



WHAT IF...

You receive an email from the "BIDMC Information Systems Department" telling you to immediately click on a link to change your password or you won't be able to get into clinical applications. What do you do?



TAKE ACTION

Don't click on it! BIDMC Information Systems will never send you an email that asks you to click on a link to change your password. The only place you change your password is on the log-in page of the BIDMC Portal. If you do click on a "bad" link, contact the IS Help Desk immediately at (617) 754-8080.



LEARN MORE

Visit the BIDMC Portal, search for Policies, Procedures, Guidelines and Directives (PPGD) and see ADM-04, EOC-26 and RS-10 in the BIDMC Policy Manual.

Avoid Conflicts with BIDMC's Interests



A conflict of interest occurs if a member of the BIDMC community puts personal, financial or political interests ahead of what is best for BIDMC. We must ensure all financial and business decisions are made for the greater good of the medical center. Ensure your actions do not conflict with the right

thing to do:

- Make fair decisions at work, never letting your outside activities or personal interests influence or appear to influence your choices.
- Choose medications, instruments, medical devices, other supplies and services based on how well they work for our patients or staff and their value.
- If you are participating in a business decision for BIDMC, let your supervisor know about all financial interests or business relationships that you or members of your family have with the vendor.
- Avoid conflicts of interest, especially in research, by disclosing all financial interests or outside roles that are related to your professional expertise.
- Remember, if you are a Harvard Medical School faculty member, you must also follow the Conflicts of Interest and Commitment Policy of Harvard Medical School.



WHAT IF...

You work as a part-time consultant for your friend's business on your own time. But now that business is in the running for getting a big BIDMC contract. What do you do?



TAKE ACTION

Tell your manager, chief, or administrator right away about your work for the company and do not participate in any BIDMC decisions about the contract. The Office of Compliance and Business Conduct can assist if there are further questions.



LEARN MORE

Visit the BIDMC Portal, search for Policies, Procedures, Guidelines and Directives (PPGD) and see ADM-18, ADM-19 and ADM-62 in the BIDMC Policy Manual.



LEARN MORE

Visit the BIDMC Portal, search for Policies, Procedures, Guidelines and Directives (PPGD) and see ADM-17A, ADM-17B and ADM-31.

Rules on Giving Goods or Services to Patients

In general, no BIDMC staff member may provide goods or services of value to patients to influence their decision to seek or receive care at BIDMC. Regulations do allow some exceptions, including some preventive services and small gestures, such as providing a cafeteria voucher after a patient has experienced an unusual waiting time. See ADM-31 for details.

'No, Thank You' to Personal Gifts

Ensure personal gifts never influence patient care, education or research:

- Never ask for, offer or accept a personal gift such as money, gifts, entertainment or sports tickets, food or meals, or items such as pens and tote bags:
 - To influence patient care;
 - To influence others to refer patients to us;
 - In exchange for doing business with contractors, vendors, government representatives or anyone in a position to benefit BIDMC; or
 - From anyone who provides goods or services to BIDMC or is seeking to do business with BIDMC, unless permitted by policy.
- You can accept tokens of gratitude from patients or their family members as long as the gift is less than \$50 in value. Never accept gifts of money or gift cards.
- Gifts to honor BIDMC staff or support BIDMC programs and research can be made through the BIDMC Development Office: bidmc.org/giving or (617) 667-7330.

Note: There are specific requirements surrounding anti-kickback laws that make it clear how important it is for us to avoid benefitting from any kind of influence – either the giving or receiving of gifts, entertainment and more. See policy ADM-17A in the BIDMC Policy Manual for a full list.

High Standards for Research

BIDMC has a thriving research enterprise that contributes to the health of our patients and the body of scientific knowledge that benefits society. At BIDMC, we uphold high standards of ethical research conduct, using good judgment and acting responsibly. To ensure research integrity, we take these actions:

- Follow all applicable federal and state laws, regulations, standards, and institutional policies and procedures when conducting research activities.
- Register and update clinical trial information with ClinicalTrials.gov as required by federal law and BIDMC policies.
- Protect and respect the rights and welfare of participants in our research.
- Promote the welfare of laboratory animals through sound scientific practices and humane care and use.
- Give appropriate credit when citing another person's ideas, processes, results or words.
- Manage, share and store data responsibly.
- Foster productive mentor-trainee relationships.
- Promote a culture of safety by prioritizing safe laboratory practices and protecting our staff from potential hazards through the use of controls, training and education.
- Protect intellectual property rights.
- Never allow conflicts of interest to compromise the scientific integrity of the research we conduct.
- Ensure good stewardship of funds that support research, including proper management and oversight of sponsored projects.



LEARN MORE

Visit the BIDMC Portal, search for Policies, Procedures, Guidelines and Directives (PPGD) and see the "RS" (Research) section of the BIDMC Policy Manual, as well as applicable conflict of interest and privacy policies.





LEARN MORE

Visit the BIDMC Portal, search for Policies, Procedures, Guidelines and Directives (PPGD) and see CP-24 and RS-17 and its appendices in the BIDMC Policy Manual.

Responsible Use of Controlled Substances

“Controlled Substances” are drugs or chemicals that may be prescribed by a physician or used in research that are regulated by existing federal and state regulations. Drugs in this category may have an increased potential for dependence, abuse, physical or mental harm, or illegal use and sale.

We ask those using controlled substances for research or clinical care to do the following:

- Become familiar with and follow all laws, regulations and BIDMC policies regarding these substances, including procedures related to ordering, security, record-keeping and disposal.
- Make sure registrations with federal and state agencies are up-to-date and under the proper license every time each substance is used.
- Immediately report theft, suspected theft, unauthorized use or loss of controlled substances to your manager and Public Safety, and, for researchers, to the Research Compliance Office.



BIDMC Property and You

Respect what BIDMC owns and use it for the benefit of BIDMC. Keep personal use to a minimum and never use BIDMC's medical or office equipment, computers, phones, copiers or any other item for personal gain or solicitation:

- Protect important equipment from being stolen, damaged or misused.
- Follow established maintenance schedules.
- Immediately inform your manager if BIDMC property is damaged, lost or stolen.

Create a Safe Environment

A healthy work environment and the well-being and safety of all members of the BIDMC community are central to our core values. These actions help to create a safe environment:

- Follow all laws, regulations and policies related to environmental health and safety, including fire, chemical, biological and radiation safety.
- Handle and dispose of all waste properly, including medical waste and hazardous materials.
- Always work in a safe, responsible way.
- Contact a manager, or the Environmental Health and Safety Officer when you encounter an unsafe practice. (See page 22 for contact information.)
- If you have a work-related injury or symptoms of illness, alert your manager and Employee Occupational Health Services. (See page 22 for contact information.)





LEARN MORE

Visit the BIDMC Portal, search for Policies, Procedures, Guidelines and Directives (PPGD) and see ADM-26 and ADM-36 in the BIDMC Policy Manual.

Keep the Right Records

Records – paper and electronic – document the hospital’s financial, operational, legal, research, educational and patient care activities. Patients and family members depend on BIDMC to maintain, protect and properly destroy patient records. We take the steps needed to meet state, federal and other regulations – and BIDMC’s own high standards:

- Maintain complete and accurate records.
- Follow the records schedule found in BIDMC’s Records Management policy.
- Preserve original documents that may be needed for legal purposes.
- Discard or destroy records according to BIDMC policy, making sure information is not lost, stolen or accessible to people who should not have access.
- If you are not sure whether you need to keep a record, always ask your manager or the Office of Compliance and Business Conduct.



Billing and Coding for a Strong BIDMC

At BIDMC, we make sure we correctly document and charge for the care and research-related services we provide. We accurately bill insurance companies and government payers, research grants and patients. We follow state, federal and payer regulations as well as our own BIDMC policies and procedures. We train coders, billers and any other staff involved in this work so they know the right way to do things. We never knowingly document, charge, code or bill incorrectly. And if we make a mistake, we correct it.

Documenting Care, Charging, Billing or Coding

- Create documentation that matches the care provided or the research conducted.
- Enter the correct codes and bill tests, services and other types of care accurately after services have been documented. Your careful work results in cleaner claims, fewer delays and greater business efficiency.
- Ask your manager for help whenever you have questions to ensure correct codes are charged.
- Never create or change documents in an effort to mislead someone. Don't leave out or falsify any relevant information. All of our work must meet internal review and external audit standards.
- If you are a physician, be accountable for making sure coding and charges are right, even if you delegate the actual coding to a coder.



WHAT IF...

You work in a clinic and you notice an unexplained revision to an electronic visit ticket you completed earlier for care provided in your area. You know this ticket is an important early step to make sure the billing is done correctly.



TAKE ACTION

Talk to your manager – it could just be a misunderstanding. If not, you or your manager should contact the Office of Compliance and Business Conduct at (617) 667-1897 to talk through the issue and seek guidance on next steps.



LEARN MORE

Visit the BIDMC Portal, search for Policies, Procedures, Guidelines and Directives (PPGD) and see ADM-40, ADM-45 and ADM-53 in the BIDMC Policy Manual.



WHAT IF...

You see your co-worker using the office copy machine to make flyers for her brother-in-law's city council campaign. It's not that much money; should you say something?



TAKE ACTION

Mention to your co-worker that BIDMC has a policy about this and suggest she find out more by calling a manager, Employee Relations at (617) 632-9326, or the Office of Compliance and Business Conduct at (617) 667-1897 for guidance or clarification.



LEARN MORE

Visit the BIDMC Portal, search for Policies, Procedures, Guidelines and Directives (PPGD) and see policy ADM-29 in the BIDMC Policy Manual.

Let's be Clear About Politics

We encourage all staff to be active citizens by voting and participating in civic activities for the greater good. BIDMC is also committed to being a responsible corporate citizen.

The medical center itself does not support individual candidates or make contributions – that's important to keep our tax-exempt status. But if there are issues that impact health care or our communities, we share our experiences and knowledge with government authorities or candidates.

Know the Ground Rules for All Staff

- Make it clear that if you make a political contribution or take a position on an issue you are doing it as an individual, not as a representative of BIDMC.
- Use personal funds for your political contributions, never BIDMC funds.
- Keep work time and space free from politics and fund-raising.



Media Calls and Filming

BIDMC receives frequent requests from the news media and other outside organizations to interview medical staff, employees or patients. Keep in mind the following:

- If members of the news media or other outside agencies ask for information or to film on-site, please contact BIDMC Communications at (617) **667-7300** or page the Communications on-call staff person, available at all times through the hospital page operator at (617) **667-4700**.
- Communications will assure accurate, timely and appropriate release of hospital and patient-related information and coordination between medical center departments and outside parties.
- If you have news to share or a story idea, please contact BIDMC Communications.

Welcome and Cooperate with Government Agents

BIDMC fully cooperates with government and regulatory agency investigations and inspections. Be prepared when law enforcement officials or regulators arrive:

- Immediately notify your manager, chief, the BIDMC Administrator on Call and the BIDMC Office of the General Counsel. You can reach the Administrator or Counsel at any time by dialing the hospital page system at (617) **667-4700**, selecting operator, and asking to be connected to those staff members.
- Inform the agent that the Administrator has been contacted, and will arrive shortly.
- Wait for assistance.



LEARN MORE

Visit the BIDMC Portal, search for Policies, Procedures, Guidelines and Directives (PPGD) and see policy ADM-07 in the BIDMC Policy Manual.



LEARN MORE

Visit the BIDMC Portal, search for Policies, Procedures, Guidelines and Directives (PPGD) and see policy ADM-41 in the BIDMC Policy Manual.



We All Have Shared Responsibility

BIDMC is able to thrive as an institution because of the contributions of each individual. We each have a role in creating and fostering integrity and respect at BIDMC. Each of us has responsibilities:

- Read and understand this Code of Conduct.
 - Know what laws, regulations, standards and policies are relevant to your role.
 - Ask your manager, chief or the Office of Compliance and Business Conduct when something is unclear.
- You are required as an employee to speak up about any real or potential violation of any law, rule, regulation, safety standard, BIDMC policy, procedure and the Code of Conduct. Talk with your manager, chief, Employee Relations, the Office of Compliance and Business Conduct, or the Office of General Counsel. When needed, reach out to federal, state and local agencies.
 - Cooperate fully with all internal or external investigations.

Speak Up Without Retaliation

At BIDMC, we are committed to protecting employees, physicians and anyone who, in good faith, report actions they believe violate laws, policies or our culture of respect and integrity. Retaliation – treating someone differently or threatening them because they speak up – has no place at BIDMC and is a violation of federal laws and our own policies.

So speak up with confidence as a staff member. Managers, senior leaders, Employee Relations and the Office of Compliance and Business Conduct are open to your questions and concerns about a wide range of issues – patient care, how we document and charge for our care, how we use resources, how we conduct business, how we treat each other in the workplace and much more. You can contact the Compliance Office anonymously by phone or online, if needed. (See page 22 for details.) The Compliance staff and Employee Relations can advise you on next steps or, when necessary, conduct a formal investigation into the issue.

Managers Have a Greater Responsibility

Managers, vice presidents, chiefs and administrators set the tone for an ethical workplace. We look to you to set a good example and be available to your employees when they have concerns. Being a manager means you have a greater responsibility:

- Read and be familiar with the Code of Conduct and the laws and policies that apply to your team.
- Listen to your staff and promote open conversations about ethical and compliance issues.
- Report concerns to the Office of Compliance and Business Conduct and your department leaders when there is a problem or potential problem.
- Make sure your staff know about the Anonymous Compliance Helpline and other resources available to them for their questions or concerns.
- Make it clear that retaliation is not tolerated in your area, and live that example yourself.



The Office of Compliance and Business Conduct

Like good medicine, prevention and communication are the foundations of a good Compliance Program.

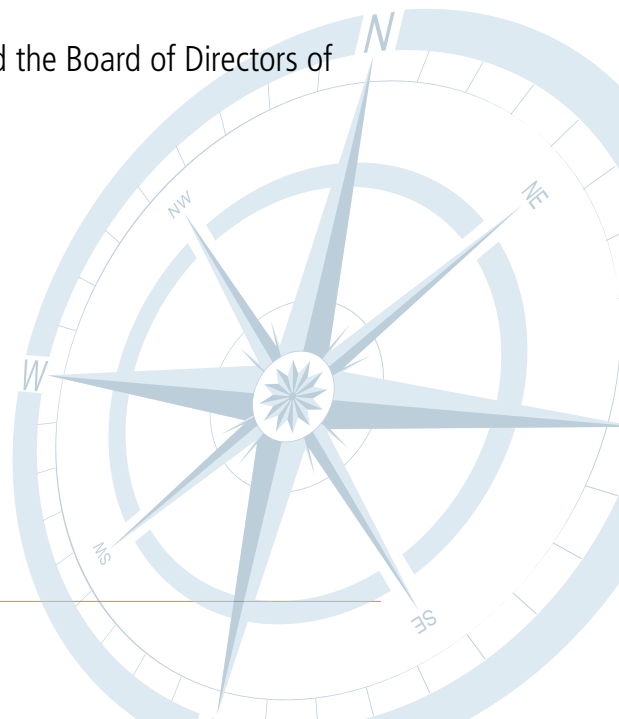
The Office of Compliance and Business Conduct at BIDMC strives to ensure that you have the information you need to do your job according to city, state, federal and agency laws as well as BIDMC's own policies, procedures and guidelines.

Following these laws and policies is not only the right thing to do – it is also a requirement of working, practicing or conducting research here. For outside vendors and contractors, it is required for doing business with BIDMC.

Our Compliance Program supports all BIDMC workforce members, including employees, physicians, researchers, volunteers, vendors, contingent workers and contractors. Together, we all strive to meet the highest ethical standards in caring for patients, educating clinicians-in-training, and promoting health through basic and clinical research. We are committed to you:

- We provide ways for you to ask questions and report concerns, including anonymous options. See page 22 for all the ways to contact us.
- We answer your questions as quickly as possible.
- We investigate violations of law or policy in a timely way and bring in other resources from both within and outside of BIDMC as needed.
- We work to improve the way we do things if staff identify a near-miss or potential compliance violation.
- We work with leaders and staff throughout BIDMC to write and maintain fair, consistent and transparent policies.

We answer directly to the Chief Executive Officer and the Board of Directors of BIDMC.



Evaluating Our Performance

BIDMC is always finding ways to measure the effectiveness of our day-to-day work with the goal of improving what we do. Internal auditing and monitoring help ensure that we are efficient and thorough in our work. More importantly, auditing and monitoring provide BIDMC the capacity to detect, and sometimes prevent, problems that keep us from meeting our own high standards as well as government and other regulations. Compliance and Business Conduct staff welcome the opportunity to work with medical center staff on a wide range of risk and effectiveness initiatives.



Training and Outreach

We never want a lack of information to be a barrier to doing the right thing:

- We create trainings regarding laws and policies, best practices in the workplace, business conduct and more. Some are mandatory because we want to ensure every member of the BIDMC community is on the same page when it comes to the basics.
- We recognize that you may have additional required trainings and certifications, depending on the nature of your work and specific role.
- We supply materials, videos, BIDMC Portal columns and other activities to keep you up-to-date and aware of the information you need.

Thank you for taking the time to read BIDMC's Code of Conduct. If you have any questions about the Code or feedback to share, please call the Office of Compliance and Business Conduct at (617) 667-1897.

Most of all, thank you for your commitment to working with integrity every day. You bring the mission and values of BIDMC to life and make BIDMC an exceptional place to work and receive care.

Quick Guide – How do I: Ask questions, raise concerns or report a violation, learn more, share ideas?

| | |
|--|--|
| <p>Ask Questions</p> | <ul style="list-style-type: none"> • Start with your manager or chief – they know the most about the laws, regulations and policies that impact your area • Contact the Office of Compliance and Business Conduct (OCBC) directly: (617) 667-1897 • Employee Relations: (617) 632-9326 |
| <p>Raise Concerns or Report a Violation</p> | <ul style="list-style-type: none"> • Confidential and Anonymous Reporting – Anytime 24 hours a day, 7 days a week: <ul style="list-style-type: none"> • Speak Up Hotline: 1-888-753-6533 • https://bidmccompliance.alertline.com • Or you may contact the Office of Compliance and Business Conduct (OCBC) directly: (617) 667-1897 <ul style="list-style-type: none"> • Privacy Officer: (617) 667-2008 • Research Compliance: (617) 667-1897 • Employee Relations: (617) 632-9326 • Office of the General Counsel: (617) 667-1700 • Environmental Health and Safety: (617) 632-0614 • Employee Occupational Health Services: (617) 632-0710 • For stolen or lost equipment, <ul style="list-style-type: none"> • Information Systems Help Desk: (617) 754-8080 • Public Safety: (617) 632-9111 |
| <p>Learn More</p> | <p>On the BIDMC Portal – https://portal.bidmc.org</p> <ul style="list-style-type: none"> • BIDMC Policies, Procedures, Guidelines and Directives • Information Security and Privacy (KIP) intranet • Employee Central/Human Resources • Office of Compliance and Business Conduct intranet |
| <p>Share Ideas</p> | <ul style="list-style-type: none"> • Talk to your manager or chief if you have ideas about improving the way your area or BIDMC meets the standards set out in the Code of Conduct • Reach out to the Office of Compliance and Business Conduct at (617) 667-1897 |





Beth Israel Deaconess
Medical Center



HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

Office of Compliance and Business Conduct at Beth Israel Deaconess Medical Center
109 Brookline Avenue, Suite 200, Boston, MA 02215
(617) 667-1897

Speak Up Hotline:
888-753-6533

or

<https://bidmccompliance.alertline.com>

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