HONORHEALTH®



Code of Conduct



Letter from the CEO



At HonorHealth, we know firsthand the trust and confidence our patients place in us. We help our patients protect and preserve their most valuable asset — their health — through a unique combination of collaborative care and approachable expertise.

This **Code of Conduct** embodies HonorHealth's rich history and our commitment to the communities we serve:

- It reflects our long legacy of caring and provides guidance to ensure our work is done in an ethical and legal manner.
- It emphasizes the shared goals, values and culture that guide our actions.
- It features valuable resources to help resolve questions about appropriate conduct in the workplace.

To achieve our mission, we must earn and maintain the trust of our patients, team members, physicians and business partners every single day. Earning this trust means more than just following a handful of organizational rules. It means we must be committed to doing our work with complete integrity.

Please take the time to read our Code of Conduct and make it a point to understand how it can help guide you individually and collectively as a team.

Thank you for your enduring commitment to HonorHealth's ethical values.

Todd LaPorteChief Executive Officer



Mission

To improve the health and well-being of those we serve.

Vision

To be the partner of choice as we transform healthcare for our communities.

ICARE Values

Innovation

ICARE about keeping an open mind, embracing change and maintaining a creative mindset as we work to continuously improve the care we provide.

Collaboration

ICARE about building trust and partnering with others, within and across boundaries, so we can offer best care and drive excellent outcomes.

Accountability

ICARE about driving a spirit of excellence, stewardship and integrity in all that I do for others.

Respect

ICARE about treating others the way I want to be treated.

Empathy

ICARE about being vulnerable and seeking first to understand others so I can best meet their needs.

HonorHealth at a glance:







16,000+

200+
primary, specialty and urgent care locations





4,000+
medical staff members

Care feels better here

Drawing on our two rich legacies, HonorHealth continues to be a locally owned, nonprofit, integrated health system.

Our commitment is to provide our communities with:

- Personalized, connected, quality care with a focus on improving health and well-being.
- An expanded network of expert primary care and specialty physicians.
- More convenient access to healthcare.
- Increased coordination of medical care.

At HonorHealth, we don't compromise when it comes to patient care:

Teamwork that puts the patient first:

Our experts partner with their patients — and each other — to deliver the best care and outcomes.

Expertise with a personal touch:

Our approach combines leading expertise with compassion.

Investing in healthier communities:

By helping patients feel their best and advocating for their health and well-being, we're helping to build thriving, vibrant communities. HonorHealth's top priority is to provide safe, quality care to our patients. In addition to our clinical care facilities, we're driven by a commitment to deliver the best experiences and services to our communities.



health professionals, we also consider donors our heroes. Many important and innovative HonorHealth programs are funded primarily or in full by generous community financial support.

HonorHealth Desert Mission

Helping those in need

Drawing on a strong legacy of helping the vulnerable, Desert Mission has been improving the health and well-being of community members of all ages through programs that embrace the power of resiliency and foster self-sufficiency.



HonorHealth Research Institute

Where hope meets healing

A global destination for groundbreaking procedures and innovative treatment options is within reach at the HonorHealth Research Institute. From pioneering new cancer therapies to precision care for your heart, brain and beyond, patients are connected with clinical trials and a team of world-class experts.



HonorHealth Foundation

Taking action to make real change

While we've all seen the commitment of heroic doctors, nurses and other

HONORHEALTH CODE OF CONDUCT



ASU School of Medicine and Advanced Medical Engineering

The future of healthcare with ASU

For nearly 100 years, HonorHealth has supported our community through outreach programs focused on prevention, wellness and innovation. Driven by a mutual desire to advance healthcare through technology and humanity, our role as the primary clinical affiliate for the ASU School of Medicine and Advanced Medical Engineering underscores our shared commitment to shaping future leaders in medicine and medical engineering.



Community BenefitCaring for our community

As a nonprofit system, HonorHealth designates nearly \$500 million annually for charitable care. Thanks to strong collaborations with local organizations who share in our mission, we invest back into the communities we serve. Our goal is to ensure high-quality healthcare is accessible to all, especially underserved populations.

HonorCode

This Code of Conduct sets forth the standards by which HonorHealth conducts itself as a leader in the healthcare industry. Our board of directors and leadership team are committed to compliance with all laws and regulations that govern our organization, and to the practice and promotion of ethical conduct and integrity.

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Our Code of Conduct is designed to be a guide for team members individually and for the organization, but it's not intended to be a comprehensive rule book and cannot address every situation. HonorHealth has numerous internal policies that support the overall code of conduct and provide guidance on a more detailed level.

Although this information is directed to our teams, the principles, practices and ethical standards apply to everyone working with or for HonorHealth including physicians, volunteers, researchers, contractors and suppliers, who should uphold these same ethical standards.





HonorPatients

HonorHealth team members strive for excellence when treating and caring for patients. We're the most collaborative healthcare system, where our approachable experts work hand-in-hand with patients to achieve the best outcomes possible.

Quality patient care

We strive to maintain standards of excellence that ensure the safety of our patients, and care feels different here.

HonorHealth measures and continually works to enhance quality practices for our patients. Our commitment to quality healthcare means making sure that all services are medically necessary, safely delivered and provided by appropriate licensed professionals.

Protecting patient information

While providing healthcare services, HonorHealth collects personal and health information from our patients. Information such as current and past medical conditions, medications and family history are gathered and used to allow the highest quality treatment possible. We also request personal information like addresses, phone numbers, email addresses, and financial and insurance information.

Patient information is protected under the Health Insurance Portability and Accountability Act (HIPAA), the Health Information Technology for Economic and Clinical Health Act (HITECH) and various state laws and regulations.

HonorHealth is fully committed to maintaining the privacy and security of patient information. It should only be accessed by those who have the right to obtain it and only be used or disclosed to perform one's job duties. Any access, use or disclosure of patient information for any purpose other than to fulfill one's job duties is inappropriate and comes with strict disciplinary action.



I have access to patient information at HonorHealth. I'm curious about a family member or friend's health. Can I look at his health record?



No, you may not access any individual's information to satisfy your curiosity. Any access to patient information should be made only if it is required to perform your specific job duties. Accessing patient information to satisfy one's curiosity could result in disciplinary action including termination.



My leader asked me to share my username and password with a new team member until that individual receives their own username. Is that OK?



No, your username and password should never be shared with anyone. You should talk with your leader about this request and indicate that you're uncomfortable sharing this information. If you feel you cannot approach your leader, contact your Compliance officer for guidance.

Most patient information is entered and stored in computer systems. Team members, physicians and volunteers are given access to these systems through a username and password unique to the user. The sharing of usernames and passwords is not allowed. Users are responsible for any access to patient information made using their username and password.



I accidentally provided a patient with someone else's discharge instructions. What should I do?



You need to tell your manager, your Compliance officer or call the Compliance Line at 844-732-6241 any time you give information to the wrong patient so it can be determined whether the disclosure has resulted in a breach of patient privacy.



I accidentally faxed a document that contained patient information to the wrong person. What should I do?



You need to tell your manager, your Compliance officer or call the Compliance Line at 844-732-6241 any time you give information to the wrong patient so it can be determined whether the disclosure has resulted in a breach of patient privacy.

Care should be taken whenever patient information is given to someone whether in person, or by mail, fax or email. We must ensure that patient information is protected and only given to the patient or those they have permitted access to the information. If you believe patient information may have been given or sent to the wrong person, contact the Compliance Department immediately to assist in addressing the concern. It is possible a breach of the patient's privacy has occurred and may need to be reported to the patient or appropriate government authorities.

Additionally, when disposing of patient information, always be sure to place it in a confidential shredding bin and not in a recycle or trash bin. Patient information must be protected even when you're discarding it.

Emergency Medical Treatment and Labor Act (EMTALA)

HonorHealth complies with the Emergency Medical Treatment and Labor Act (EMTALA) by providing emergency treatment to all individuals coming to our facilities regardless of their ability to pay.

Every patient seeking emergency medical care at an HonorHealth hospital receives a medical screening examination. This exam determines whether the patient has an emergency medical condition or, if female, is in active labor. If an emergency medical condition exists, the patient receives stabilizing treatment within the capability of the hospital. HonorHealth will not delay the medical screening and necessary stabilizing treatment to seek financial and personal information.

For more information related to compliance with the EMTALA regulations, please see HonorHealth's "EMTALA" policy and procedure.

Billing and coding integrity

When a patient is discharged from HonorHealth, the coding department reviews information about the patient's visit and assigns clinical codes based on the services the patient received. The coding department sends this information, along with the charges for products and services provided, to the billing office, which produces a bill for the patient and/or his/her insurance to pay.

HonorHealth maintains strict compliance with all coding and billing requirements. Team members handle the billing of patient care with the highest integrity and in compliance with all federal, state and private health plan requirements.



I'm concerned about the way we're billing patients for the care they receive. What should I do?



Tell your leader about your concern, contact your Compliance officer or call the Compliance Line. Billing rules and processes can be complex, but it is always good to have concerns reviewed to ensure we are billing our patients according to payer and regulatory requirements.





HonorTeam Members

We honor our team members by providing an engaging, productive, safe, and drug- and alcohol-free work environment.

Maintaining a respectful work environment

You have the right to work in an environment that is productive and free from harassment, violence or extreme interpersonal behavior. HonorHealth does not tolerate violence or threats of violence in any form. Behavior that creates an intimidating, hostile or offensive work environment or that is harassing — including comments or actions of a sexual nature — are not acceptable.

For more information related to maintaining a respectful work environment, please see HonorHealth's "Anti-Harassment" policy and procedure.



An employee in my department frequently makes inappropriate jokes including references of a sexual nature. What should I do?



Immediately tell your manager or Human Resources representative, or call the Compliance Line at 844-732-6241. HonorHealth strongly supports an environment free from inappropriate workplace conduct, including sexual harassment.

Maintaining a safe work environment

HonorHealth strives to promote a work environment free from health or safety hazards. This includes providing you with training, education and information to prevent injury or illness. You should immediately notify your supervisor and complete the appropriate reports about any workplace injury, or risk of injury, so that timely action may be taken to resolve the issue.

For more information related to maintaining a safe work environment, please refer to HonorHealth's "Network Safety Management Plan" policy and procedure.

Use and management of controlled substances

HonorHealth is a drug- and alcohol-free workplace. The use of illegal drugs and abuse of controlled substances in the workplace is not allowed. As a condition of employment, any involvement in the unlawful use, sale, manufacture, distribution or possession of controlled substances, illicit drugs or use of alcohol in the workplace, or working under the influence of such substances, is not allowed and may result in disciplinary action.

Many team members have access to prescription drugs and controlled substances. Prescriptions and controlled substances must be handled properly and only by authorized individuals. If you become aware of inadequate security or unlawful behavior, report this immediately. HonorHealth strictly enforces the reporting of any misuse of medications by team members or privileged practitioners.

If you're aware of any concerns related to the improper use and handling of drugs while in the job setting, please contact Human Resources, your Compliance officer or call the Compliance Line at 844-732-6241. For more information related to the use of substances while in the workplace, please refer to HonorHealth's "Drug & Alcohol Free" policy and procedure.

Employee Assistance Program

HonorHealth has established a confidential Employee Assistance Program to provide help for everyday issues that may affect you or your family. Situations may include job pressures, relationship or marital conflicts, stress, anxiety and depression, work or school disagreements or substance abuse.

Services provided are free and referrals to other behavioral health programs may be covered under medical insurance plans. Contact the Employee Benefits team for more information.



HonorPhysicians

We honor our physicians by ensuring our partnerships with them are consistent with all rules and regulations.

Physician gifts or awards

Physicians play an important role in patients' healthcare by diagnosing medical conditions and providing care plans and services. Because the physician acts as the gatekeeper for all patient care, it's important that HonorHealth maintains appropriate relations with all physicians.

Healthcare providers must never offer or give a physician any good or service, including payment, in exchange for the referral of patients to their service.



I work closely with a physician in our department. His wife recently had a baby, and we would like to give him a gift. Can we do that?



Maybe. There are limits to the value of gifts HonorHealth or its team members can give to physicians without creating legal risk. Check with your leader first, as they can confirm with the appropriate authorities whether the physician has already reached their legal limit.

The Stark Law and the Anti-Kickback Statute

Two important laws, the Stark Law and the Anti-Kickback Statute, provide the legal guidelines around appropriate relations between physicians and the healthcare providers to whom they refer patients.



The Stark Law is the common industry name used to refer to the federal laws that do not allow physician self-referrals of Medicare patients. This law addresses the inherent conflicts of interest that can exist when a physician gains financially from making patient care referrals.

The federal Anti-Kickback Statute is a criminal statute that does not allow the exchange of (or offer to exchange) anything of value, in return for referral of patients to HonorHealth.

The Stark Law and federal Anti-Kickback Statute also guide how we provide any item of value to a physician such as a gift or award. There are numerous criminal and financial penalties for violating the Stark Law and the Anti-Kickback Statute.

There's a limit on the value of gifts or other non-monetary items that can be given to a physician by HonorHealth or its team members under these laws. Before giving a gift to a physician, check with your leader to make sure it's appropriate to give the gift and that the physician has not already reached his/her limit for receiving such items.

For more information related to providing physicians with gifts, please refer to HonorHealth's "Physician Non-Monetary Compensation and Medical Staff Incidental Benefits" policy and procedure, or contact Legal Services or Compliance for guidance.



HonorBusiness Partners

We work with our business partners in ways that honor our obligations. During our partnerships, we make every effort to ensure all applicable laws governing those relationships are followed.

Relations with vendors, suppliers and consultants

HonorHealth works with a variety of vendors, suppliers and consultants. Sometimes these outside organizations will offer gifts to team members as a means of promoting their business. Certain substantial gifts may pose ethical issues.

Each of us has a duty and obligation to be loyal to HonorHealth. Because our primary focus is our patients' care and well-being, team members must be able to make decisions that are free from bias, personal intersts, and actual or perceived conflicts of interest.

You should not accept substantial gifts, business courtesies or favors from vendors, suppliers or contractors. Receiving or offering gifts, including meals and entertainment, could violate state or federal law, including the Anti-Kickback Statute, and present a conflict of interest.

Conflicts of interest

When patients leave our facilities, they are sometimes referred to other postacute care providers such as home health, hospice, skilled nursing or ambulance transport. Patients have the right to choose their healthcare provider without undue influence from HonorHealth or other caregivers.

Team members must ensure that these providers are not offering gifts,

entertainment or food to avoid the appearance of inappropriately referring patients to these providers.

If you ever encounter a situation where a vendor or post-acute care provider is pressuring you or another HonorHealth team member to accept a gift, contact your Compliance officer for assistance.



A representative from a home health company dropped off lunch for our department as an expression of gratitude for referring patients to their service. Can we accept this?



No, team members should not accept gifts from healthcare providers to whom HonorHealth refers patients, as it could create a conflict of interest. Politely thank the home health representative but ask them not to provide lunch for the department.

There are limits on the types and value

I work closely with the vendor of some equipment used in my department. The vendor invited me to attend a professional sporting event with them. Can I attend?

of gifts team members can receive from vendors, suppliers or contractors because it may create a conflict of interest. A conflict of interest can arise any time a team member's personal interests conflict, or may appear to conflict, with the best interests of HonorHealth.

An ambulance company representative dropped off a few calendars with its name and logo on them. Can we accept these?

You should avoid accepting marketing items such as pens, sticky notes, calendars, mugs or other items that contain a vendor's logo or information. Such items are designed to market the vendor's products or services and should not be used or displayed in an HonorHealth setting. Most vendors are forprofit organizations, and using or displaying such items is inappropriate in HonorHealth's non-profit environment.

For more information about accepting gifts from outside organizations, refer to HonorHealth's "Gifts & Gratuities" policy and procedure.

Outside business ventures

Some team members may be involved in personal outside business ventures such as acting as a sales representative for a consumable product, selling items as part of a hobby, or involvement in civic or political groups.

You should make sure that your non-work activities do not conflict with your role at HonorHealth. You should never spend time in your role at HonorHealth or use HonorHealth resources engaging in activities that support your personal outside business ventures or interests.

For more information on appropriate workplace activities, refer to HonorHealth's "Solicitation and Distribution" policy and procedure.



I work as a nurse in an HonorHealth hospital. I also work as a sales representative for a health food company on the side. Can I share information about the health products I sell at HonorHealth?



No, you may not conduct personal business on HonorHealth time or in HonorHealth locations.

Relations with patients and their families

On occasion, patients or their family members may want to express their appreciation by giving gifts to team members. Gifts that are of low dollar value, perishable and are shared with the entire department, such as food items or flowers, are acceptable.

You must not accept gifts that may create a conflict in the way you fairly and equitably provide care to all patients. Team members must ensure that all interactions with patients or their family members are professional and maintained at an appropriate distance. You must never accept monetary gifts (including gift cards) from patients or their family members.

If you have any questions as to whether an outside activity or private interest might create a conflict of interest, contact the Compliance Department for guidance.



HonorPromises

HonorHealth is committed to honoring the promises we make through our mission, vision and values. We uphold our nonprofit status by giving back, and by delivering the best care experiences and services to our patients and communities.

Marketing and advertising

We have a responsibility to represent HonorHealth's services to the public in a manner that is true, fair and understandable, and to market and advertise those services in compliance with all applicable laws.

HonorHealth will not use or disclose protected health information for the purposes of marketing communications without receiving written authorization from the patient. All media requests for information regarding a patient's condition, or requests for interviews with physicians, team members, patients or visitors should be referred to the Marketing Department.

For more information about how HonorHealth uses patient information for marketing, refer to HonorHealth's "Use and Disclosure of Protected Health Information (PHI) for Marketing" policy and procedure.



A reporter and cameraman from a local television station approached me while leaving work to ask about the organization. Is it OK to respond?



Only authorized HonorHealth representatives may respond to media questions and requests. If you are ever approached by a reporter, politely decline the request and direct them to the Marketing Department.



Use of social media

HonorHealth expects its team members to behave responsibly when using social media sites such as Facebook, X, Instagram, TikTok and LinkedIn during non-working hours. It is inappropriate to associate HonorHealth in social media posts to solicit or endorse a personal business venture, political candidate or religious cause.

Team members may not post patient, confidential or proprietary information on personal or professional social media sites. For more information about social media use and guidelines, refer to HonorHealth's "Social Media" policy and procedure.



HonorThe Law

At HonorHealth, we value integrity and are committed to doing what's right. We honor the law and work to serve our community while being mindful of the rules and regulations that govern healthcare.

Tax exempt status

HonorHealth is a tax-exempt, non-profit organization according to the Internal Revenue Code, and isn't organized or operated for the benefit of private interests. We must comply with all state and federal laws regarding tax-exempt status, and we engage in activities that further our charitable tax-exempt purpose.

HonorHealth resources may not be used to support political candidates or lobbying activities unrelated to our primary business. Team members shouldn't engage in activities that could put HonorHealth's non-profit status at risk.

False Claims Act

At HonorHealth, we are always mindful of the rules and regulations that govern healthcare, as we receive a significant amount of revenue from government-funded healthcare programs.

A false claim is any attempt to obtain money from the federal government by knowingly presenting false or misleading information relating to payment. Claims for payment to the government that are not accurate, complete and truthful should never be submitted.

Some approaches we take to ensure our work does not violate the False Claims Act:

- Patients should be properly diagnosed for their condition. This diagnosis should then be correctly applied to any billing for patient care.
- All patient care should be documented comprehensively and accurately in the patient's medical record to justify the services provided and the payment received.
- A patient should only receive those services, products and procedures that are medically necessary for their care.
- All performed procedures should be correctly coded.
- A patient should never be charged or billed for a service, product or procedure they did not receive.

Anyone working for or with HonorHealth is prohibited from knowingly presenting claims for payment which are false or fraudulent.

The False Claims Act offers a financial reward for whistleblowers, who may be rewarded for confidentially disclosing fraud that results in a financial loss to the federal government. These individuals may be paid a percentage of the recovery for providing the information. The statute also prohibits retaliation against individuals who exercise their rights or obligations under the law.



Antitrust

HonorHealth doesn't engage in business conduct that interferes with competition, price fixing, divisions of geographic markets and other activities intended to restrict competition.

Government investigation resolution

HonorHealth cooperates fully with all lawful requests for information from government auditors, investigators or other regulatory agency officials. Any questions, documents, requests for information, or interview requests from government officials or representatives should be directed to the Legal Department before responding.

Exclusion, Debarment and Sanction Screening

HonorHealth will not employ, credential or engage in a business relationship with anyone who is currently debarred or excluded by a government authority. Routine sanction screenings are conducted to verify that team members, physicians and contractors have not been debarred or excluded from government-funded programs.

HonorHealthResources

Team members are encouraged to address any questions or concerns directly with HonorHealth leadership or with a member of our Compliance Department to facilitate a timely and effective resolution.

Reporting an issue

HonorHealth maintains an open-door policy that encourages team members to ask questions or express concerns about suspected violations of federal, state and local laws, and violations of our Code of Conduct. Contact your leader, your designated Compliance officer or the Chief Audit and Compliance officer with any questions about suspected violations of legal or regulatory requirements.

Non-retaliation policy

On occasion, there may be a hesitation to report suspicious activity for fear of retaliation for reporting an issue. All team members are responsible to report any concerns that are not consistent with our Code of Conduct or any other rules and regulations.

Retaliating against someone for expressing a concern is subject to disciplinary action, and HonorHealth prohibits any form of retaliation against anyone who reports, in good faith, acts of misconduct or wrongdoing. For more information, please refer to HonorHealth's "Non-Retaliation" policy and procedure.

Compliance Program

HonorHealth's Compliance Program is designed to establish a culture that promotes prevention, detection and resolution of conduct that is not consistent with our Code of Conduct, or which does not conform to federal and state laws and private payer health plan requirements.

It's built upon the seven elements of an effective Compliance program using U.S. Federal Sentencing guidelines, which include:

0.5.	rederal Sentencing guidelines, which include:
8	Written standards of conduct.
Æ	Oversight responsibilities, including the designation of a Compliance Officer and a Compliance Committee.
Ō	Conducting effective education and training.
0	Developing effective lines of communication.
\bigcirc	Enforcing standards.
Q	Auditing and monitoring.
_₩	Responding to detected offenses and developing corrective action plans

The Compliance Line

HonorHealth maintains a Compliance Line service as an alternative reporting mechanism.

If you observe situations that are not consistent with our Code of Conduct or applicable rules and regulations, it's available 24 hours a day, 365 days a year, and is managed by an external company, ensuring that any information received will be confidential.

Consider calling the Compliance Line if:

- You do not feel comfortable talking with your supervisor about a suspected wrongdoing.
- You notice wrongdoing outside of your leader's scope of authority.
- You're more comfortable remaining anonymous.
- You feel you are putting your job at risk by making a report.



I'm concerned about a regulatory or legal requirement that we're not following in my department, but I do not feel comfortable discussing it with my leader. What should I do?

I want to report a policy violation but don't want to reveal my identity. How can I do this?



If you don't feel comfortable bringing an issue to your manager's attention for any reason, you can contact your assigned Compliance officer or the Chief Audit and Compliance officer. You may also use the Compliance Line service online by visiting HonorHealth. ethicspoint.com and clicking on the "Make a Report" button, or by calling 844-732-6241.

The Compliance Line allows you to ask questions or report concerns anonymously—you don't have to reveal your identity. You may receive follow-up requests asking for more information through the Compliance Line, which will still allow you to remain anonymous.

Keep in mind that it may be difficult to follow up about concerns if enough information isn't provided to begin a proper investigation, and your identity might be revealed based on the nature of your call or the kind of information you provide.

All reports made on the Compliance Line service are forwarded to HonorHealth's Audit and Compliance Services Department for review and investigation, where appropriate, and every effort is made to protect the anonymity of reports.

Other resources available

If after contacting HonorHealth leadership or a member of the Compliance Services Department, you still feel your concerns have not been addressed in a timely or effective manner, on the next page are some additional resources. Questions, concerns, or suggestions pertaining to HonorHealth's Environmental, Health and Safety Program can be emailed to EnvironmentalHealthandSafety@honorhealth.com, or call 480-587-5039.

Before using any of these additional resources, it's important to consider that most external government or accrediting bodies expect individuals to bring their concerns to the organization first, before contacting the government agency, to allow the organization the opportunity to address the issue and resolve any concerns.

 Office of Inspector General (OIG) Department of Health and Human Services (DHHS) The OIG Hotline accepts tips and complaints from all sources about potential fraud, waste, abuse and mismanagement in Department of Health and Human Services' programs.

OIG Hotline: 1-800-HHS-TIPS (1-800-447-8477)

Online: OIG.HHS.gov/fraud/report-fraud

Office for Civil Rights (OCR) Department of Health and Human Services
If you believe that you have been discriminated against because of your
race, color, national origin, disability, age, sex or religion in programs or
activities that HHS directly operates or to which HHS provides federal
financial assistance, you may file a complaint with OCR.

Online: HHS.gov/civil-rights/filing-a-complaint/index.html

U.S. Equal Employment Opportunity Commission (EEOC) The EEOC enforces federal laws that make it illegal to discriminate against a job applicant or employee because of a person's race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.

Online: EEOC.gov/how-file-charge-employment-discrimination

Arizona Health Care Cost Containment System (AHCCCS) The Office
of Inspector General (OIG) is responsible for the integrity of the Arizona
Health Care Cost Containment System (AHCCCS), Arizona's Medicaid
program. The OIG is also responsible for handling reports of fraud and
abuse of the AHCCCS program.

Online: AZAHCCCS.gov/fraud/reportfraud/

 Det Norske Veritas (DNV) reporting DNV provides accreditation and clinical excellence certifications to U.S. hospitals, and maintains an online hospital complaint reporting process when quality of care concerns are identified. HonorHealth is an accredited member organization.

Call: 1-866-496-9647

Online: DNVhealthcareportal.com/patient-complaint-report

HonorCode

HonorPatients

HonorEmployees

HonorPhysicians

HonorBusiness Partners

HonorPromises

HonorThe Law



COMPLIANCE LINE: 844-732-6241

HonorHealth.ethicspoint.com