

Dear University of Rochester Medical Center Employee

The URMCompliance Office has developed a number of tools to assist employees in their day-to-day duties and remain compliant with the numerous regulations governing health care institutions. We developed this wallet card for your personal use should any questions or unusual situations arise that you feel should be brought to our attention.

One side of the card supplies information on our compliance programs and contact numbers. The other side provides details on your rights and responsibilities should you ever be contacted by a government official or agency conducting an investigation. **Although such contacts and investigations are rare**, they do occasionally occur. We felt it worthwhile to outline the essential steps to be followed

in the unlikely event you are contacted by an investigator either at work or at home. Please keep this card in your wallet to allow ready access to our office numbers and to guide you if questioned by an investigator.

If you have any questions about the card or its contents, please call the Compliance Office.

Sincerely,

Frederick Holderle, Compliance Officer

Christine Burke, Medical Center General Counsel

GOVERNMENT INVESTIGATIONS/SEARCHES

Talking to agents is voluntary.

You may wait for an attorney before answering questions.

- **DO** call **LEGAL** through the page office at 275-2222 and **YOUR SUPERVISOR**
- **DO** stay in control - be polite
- **DO** inspect search warrant - what is alleged - take notes
- **DO** observe the search process - record each document reviewed
- **DO** object if search goes beyond warrant authorization **but be polite**
- **DO** inventory seized materials - copy vital documents - protest seizure of computers
- **DON'T** panic
- **DON'T** destroy materials
- **DON'T** volunteer information or materials
- **DON'T** engage in small talk with agents

URM COMPLIANCE PROGRAM

- **INTEGRITY HOTLINE** - Open 24 hours a day: 756-8888
- Report concerns about improper or unethical activity
- **NOTIFY OF EXTERNAL AUDIT REQUESTS** 275-1609
- Contact Compliance for any request to audit records
- **INFORMATION LINE** 275-1609
- Secure answers to compliance questions
- Arrange compliance education
- Request a copy of Strong Health Code of Conduct
- **WEB PAGE:** www.urmc.rochester.edu/urmc/compliance/
- Compliance Plans
- Physician/Provider Tools