Policy	Source
HS 12.0 Confidentiality for House Staff Ombudsperson	Graduate Medical Education Office

1.0 Purpose

1.1 To describe the resources that the MCG GME Ombudsperson provides to House Staff to convey concerns including professionalism concerns in a protected environment without fear of retaliation or intimidation.

1.2 To describe the procedure regarding reporting to the MCG GME Ombudsperson.

2.0 Procedure

2.1 Services provided by and procedures related to the Ombudsperson:

a. Provides a safe space to confidentially raise concerns to an independent, impartial party.
b. Before taking any actions, the Ombudsman listens and educates about options, available resources, and mechanisms to assist in the resolution of training-related concerns (including the use of the ACGME's formal complaint process).
c. May request internal inquiries to further explore and resolve issues raised when appropriate.
d. Opens the lines of communication between House Staff and involved parties.
e. Advocates for a fair process.
f. The Ombudsperson will not be a member of any GME training Program and will have the responsibility to investigate and monitor claims in a confidential manner.

2.2 House Staff who wish to address concerns in a confidential manner may meet, e-mail, or telephone the Ombudsperson.

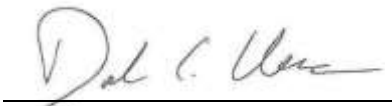
Edward Agabin, MD Personal# 904-735-2093
Eagabin@augusta.edu Office# 706-721-6751

2.3 House Staff may also use an anonymous Message board available at https://www.augusta.edu/mcg/residents/housestaffresources.php. Concerns sent to this board will be addressed by the Senior Associate Dean of GME and DIO. Concerns are anonymous unless the reporter lists their information in the concern.

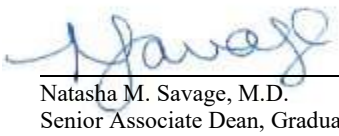
3.0 Confidentiality:

3.1 The Ombudsperson holds all communication with those seeking assistance in strict confidence and does not disclose confidential communications unless given permission to do so.

3.2 Exceptions to confidentiality:
The only exception to this privilege of confidentiality is where there appears to be an imminent risk of serious harm or if evidence of criminal behavior is uncovered which requires reporting per state or other applicable laws.



David Hess, M.D. 03/30/26
Dean, Medical College of Georgia Date



Natasha M. Savage, M.D. 03/30/26
Senior Associate Dean, Graduate Medical Education and DIO Date