

Augusta University
House Staff Policies and Procedures

Policy
HS 12.0 Confidentiality for House Staff Ombudsperson

Source
Graduate Medical Education Office

1.0 Purpose

- 1.1 To describe the resources that the MCG GME Ombudsperson provides to the House Staff to convey concerns in a protected environment and without fear of retaliation.
- 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, listens, educates about options, available resources, and mechanism 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 fair process.
 - f. The Ombudsperson will not be a member of any Graduate Medical Education GME training Program and will have the responsibility to investigate and monitor claims.
- 2.2 House Staff who wishes to address concerns in a confidential manner may meet, e-mail, or telephone the Ombudsperson.

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- 2.3 House Staff may also use an anonymous Message board available at <https://hi.augusta.edu/resident/speak/>. 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.

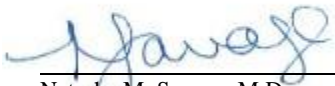
3.0 Confidentiality:

- 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 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. 05/08/22
Dean, Medical College of Georgia Date



Natasha M. Savage, M.D. 05/08/22
Senior Associate Dean, Graduate Medical Education and DIO Date