

Augusta University  
House Staff Policies and Procedures

Policy  
HS 12.0 Confidentiality for House Officer Ombudsperson

Source  
Graduate Medical Education Office

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1.0 Purpose

To describe the resources that the office of the Ombudsperson provides to the House Officer to convey concerns in a protected environment and without fear of reprisal.

2.0 Procedure

2.1 Services and procedures provided by 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 residents/fellows and involved parties.
- e. Advocates for fair process.
- f. The Ombudsperson will not be a member of any Graduate Medical Education Residency Program and will have the responsibility to investigate and monitor claims.

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

2.3 Another option is to use an anonymous Message board available at <https://hi.augusta.edu/resident/speak/>

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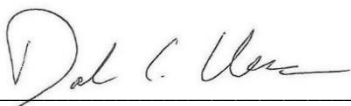
Personal# 904-735-2093  
Office# 706-721-6751

3.0 Confidentiality:

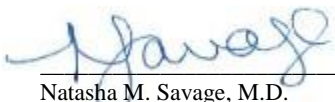
3.1 The Ombudsperson holds all communication with those seeking assistance in strict confidence, and does not disclose confidential communications unless given permission to do so.

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.

  
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7/1/21  
Date

  
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