
POLICY AND PROCEDURE

UNIVERSITY OF NORTH CAROLINA HOSPITALS GRADUATE MEDICAL EDUCATION POLICY ON ADDRESSING RESIDENTS' CONCERNS

The University of North Carolina Hospitals provides several avenues by which residents can raise and resolve issues in a confidential and protected manner without fear of retaliation.

- 1) The **Designated Institutional Official (DIO) and the** Director of the Office of Graduate Medical Education are readily available to hear such concerns in a private and confidential environment. The DIO may be reached at (919) 966-1072. The Director may be reached at (919) 966-1072.
- 2) A GME Hotline is available to all residents to register anonymous concerns and issues; however, if a resident leaves contact information, he/she will be contacted. The Hotline number is: (919) 966-1772. The GME Office will investigate concerns and issues as appropriate.
- 3) UNC Hospitals has a Compliance Office that can be reached through the Compliance/Abusive Behavior Hotline at 800-362-2921. The Compliance Office will investigate any concerns regarding disruptive or inappropriate behavior. After a thorough investigation, the Compliance Office may contact the Designated Institutional Official, the Office of Graduate Medical Education, and/or the Employee Relations Office for UNC Hospitals.
- 4) The Human Resources Department has an Employee Relations Division that handles issues and concerns for UNC Hospitals' employees in a private and confidential manner.
- 5) UNC Hospitals Housestaff Council meets quarterly, and confidential problems can be addressed with the officers present at the meeting and the administrative staff of the Office of Graduate Medical Education at UNC Hospitals. The Housestaff Council has elected officers, and e-mails and telephone numbers are distributed to all residents. The officers can be contacted at any time in regard to areas that need to be discussed.

Over the years, UNC Hospitals' residents have utilized the resources listed above in a safe, confidential, and effective manner. All inquiries are made in a confidential manner with autonomy, confidentiality, privacy and safety of the individual being paramount.

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