



City and County of San Francisco
Edwin M. Lee, Mayor

San Francisco Department of Public Health Office of Compliance and Privacy Affairs

DPH Business Ethics and Best Practices February 19, 2016

New DPH Hotline Posters – please place in prominent areas at your site

The San Francisco Department of Public Health (SFDPH) respects and protects our patients' privacy and is fully committed to complying with local, state and federal compliance laws and regulations.

In order to provide better service, the Office of Compliance and Privacy Affairs (OCPA) instituted a new toll-free hotline number 1-855-729-6040 to provide a confidential means for reporting any suspected compliance and/or privacy violations.

Calls to the hotline may be made confidentially and anonymously (available 24/7, 7 days a week, 365 days a year).

We have updated the SFDPH Compliance and Privacy Hotline Poster and we need your help by placing the attached OCPA Hotline Poster in a location that is visible to all employees (i.e. break rooms).

Thank you for your assistance with promoting the DPH Hotline Program.

If you have any questions, please contact us at 855-729-6040 or compliance.privacy@sfdph.org.

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH
COMPLIANCE AND PRIVACY

ANONYMOUS AND CONFIDENTIAL HOTLINE



1-855-729-6040

or
compliance.privacy@sfdph.org

What should be reported:

- Privacy breaches (report immediately)
- Non-compliance with billing, coding, and documentation regulations
- Issues regarding Code of Conduct or Compliance with DPH Policies
- Suspected Health Care Fraud, Abuse and Waste
- Theft or Misuse of DPH and/or City resources
- Conflict of interest
- Misconduct: Research/Scientific, Workplace Harassment
- Retaliation against the informant

Reporting Options:

- Your supervisor/manager
- Your designated Compliance or Privacy Officer
- DPH Office of Compliance & Privacy Affairs Toll-Free Hotline: 855-729-6040 OR compliance.privacy@sfdph.org
- Controller's Office Whistleblower Program, City and County of San Francisco: 415-701-2311 OR whistleblower@stgov.org OR you may file online at www.stgov.org/whistleblower

SFDPH has a strict non-retaliation policy!
Your Privacy/Compliance Officer & Contact Info:

For a copy of the poster, see next page or go to this link:

<https://www.sfdph.org/dph/files/PoliciesProcedures/SFDPH-CompliancePrivacyHotlinePosterV-021916.pdf>

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