DPH Business Ethics and Best Practices
April 6, 2016

Supervisor/Manager Responsibilities

Immediately Report These Concerns:

Supervisors/Managers are key members of the Department's compliance program and through leadership helps the department achieve ethical business practices and a healthy workplace.

Identify any privacy or compliance risks within your own area of responsibility. Be proactive, conduct routine internal audits, and monitor coding/billing practice in your program. Do not ignore or dismiss any allegation or concern reported to you.

The following scenarios should be reported immediately:

Compliance and Privacy Matters:

- Immediately report any incident that could be conceived as a privacy breach
- Immediately report any observation (by you or your employee) perceived to be non-compliance with billing, coding, and documentation regulations
- Immediately report any observation (by you or your employee) perceived to be a potential Fraud, Abuse and Waste OR Misuse of DPH and/or City resources

Immediately report allegations of any of the above to:

- Your designated privacy officer,
- Your designated compliance officer, or
- The DPH Office of Compliance and Privacy Affairs at **855-729-6040 or compliance.privacy@sfdph.org**

Remember:

Calls to the hotline may be made confidentially and anonymously (available 24 hours, 7 days a week). And remember, SFDPH has a strict Non-Retaliation Policy.