

Virtual “Ombudsperson” Policy

This “virtual” Ombudsperson is exclusively for use by residents and fellows at NewYork-Presbyterian/Queens.

The URL to access the virtual Ombudsperson is as follows:

<http://www.nyp.org/queens/resident-help-me>

All entries are anonymous and confidential and will be reviewed by a designated Ombudsperson.

In general, residents and fellows should avail themselves of the “virtual” Ombudsperson after they have exhausted the grievance process outlined in the Graduate Medical Education Policy (9200-204) “Graduate Staff Evaluation, Disciplinary Procedures & Appeals Policy (Due Process)” or if they feel uncomfortable sharing their grievance with their program leadership. The Graduate Medical Education Ombudsperson should not be used to report issues regarding Corporate Compliance such as e.g. Medicare fraud, etc. If there are issues related to Corporate Compliance, these should be addressed to the Corporate Compliance Hotline (1-888-308-4435) or the Compliance Officer.

The grievance should be stated as briefly and clearly as possible. If there is corroborating evidence or documents that the resident/fellow would like to share with the Ombudsperson, they can scan those in as attachments to their grievance.

The Ombudsperson will address the grievance with the relevant parties without sharing an actual copy of any part of the residents’/fellows’ written narrative.

The site has been designed so that entries are anonymous, however, the resident/fellow must identify the department (Medicine, etc.). If the resident/fellow so wishes, they may enter their name and personal email so that the Ombudsperson can respond. Again, if the resident/fellow chooses to enter their name and email address the Ombudsperson will not disclose their name in trying to work out a satisfactory solution to their grievance unless given express permission to do so.

Approvals Obtained electronically via NAVEX Global Policy Module

Ellen Cohen, M.D.

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Chairman, Graduate Medical Education Committee

Approved by GME Committee: October 19th, 2018