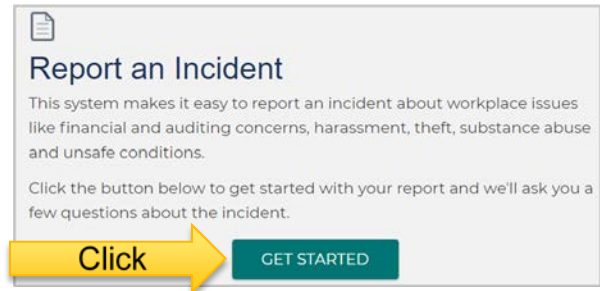


Reporting an Online Compliance or Privacy Concern or Question

The Compliance and Privacy Reporting Portal is accessed through the [Compliance Services](#) intranet page. This guide will provide step-by-step instructions on how to submit your online concern or question to Compliance Services.

1. [Click here](#) to access the Compliance and Privacy reporting page.

2. Click **Get Started** under 'Report an Incident' section.



3. When you report a concern to Compliance Services, include the **Who, What, When, and Where** of the event or question being submitted.

A screenshot of the "Tell Us What Happened" reporting form. The form is for the "VCU Health System" organization. It is divided into three numbered sections: 1. Issue Details and Involved Parties, 2. Issue Date and Location, and 3. Photos or File Uploads. The first section has a "Description" field (with a "What" annotation), a "Who was involved?" field (with a "Who" annotation and an "ADD" button), and a "Please indicate where the issue occurred" section with an "Other Location" field (with a "Where" annotation). The second section has a "Please indicate when the issue occurred" section with radio buttons for "I know the specific date and time" (with a "When" annotation) and "I will provide a general timeframe". The third section is a file upload area with a "Choose File" button and "No file chosen" text.

4. In section four (4), **enter your contact information.** You can select to remain anonymous from VCU Health or completely anonymous (Optional).

4 Tell Us About Yourself

Share your name and contact information

Name *

Email

I would like to receive emails when the issue is updated.

Phone Mobile

Preferred Contact Method

Email

Remain anonymous toward the organization

Remain completely anonymous

Your Relationship to the Organization: *

I am currently an employee

I am a former employee

Non employee (this includes contractor, student, supplier, partner, member, etc.)

BACK Click NEXT

5. After clicking “Next”, **review the report and create a password and security question to submit.** This will allow you to review the status of your report after submission and send and receive messages from Compliance Services.

Review Your Report

Organization
VCU Health System

Involved Parties
Enter names and Click Add. Repeat to add additional names.

Description
This is where I document my details

Location
830 East Main Street, Richmond, VA, USA

Date
08/17/2021

Time
12:00 AM

Your Confidentiality
Share my name and contact information

Name
Compliance Services

Your Preferred Contact Method
Email

Daytime Phone Number
804-828-0500

Personal Email
ComplianceServices@vcuhealth.org

Relationship to Organization
I am currently an employee

Create Password and Submit

After you submit a report we'll create your confidential access number. You will need this access number and the password you create below to communicate with the organization, view messages and check the status of your report.

Your password must contain at least six characters including one uppercase letter, one lowercase letter and one number. It may not contain common words (e.g. Password) or profanity.

Enter a password *

Confirm your password *

Please enter a security question and answer. We'll use this question to help you reset your account or to speak with a member of the Convercent call center, so please be sure to choose a question that only you know the answer to and an answer that you'll remember.

Security question *

Security answer *

Click CREATE A PASSWORD AND SUBMIT REPORT

6. After clicking submit report, **you will receive a confirmation message with an access number.** Please save the access code for future reference.

The screenshot shows the Convercent website interface. At the top left is the Convercent logo. At the top right, it says "English (United States)". Below the logo, there are two progress indicators: a checkmark in a circle labeled "Review your report" and a "3" in a circle labeled "Done". The main heading reads "Your report has been submitted".

On the right side, there is a section titled "Have you already made a report?" with a sub-heading "Have you already made a report?". Below this, there is a paragraph of text explaining that users can communicate with the organization and check the status of their report using the access number and password they created. It encourages users to check back regularly and provides contact information for the United States or Canada (800) 461-9330 and for other countries.

Below the text, there is a "Forgot your password?" link. Underneath that are two input fields labeled "Access Number" and "Password", and a "Check status" button.

On the left side, there is an "Important" section with a warning icon. It contains text: "Use your access number and the password you created to check the status of this report, view messages or communicate with the organization. You are encouraged to check back regularly for any message updates. Go to Convercent, call (800) 461-9330 in the United States or Canada, or call the local phone number provided by your organization."

In the center, there is a yellow arrow pointing to the right with the text "Your Access Code" inside it. To the right of the arrow, the text "Your access number is" is followed by the code "aa8cd2d" which is underlined.

At the bottom of the page, there is a footer with four columns: "Contact Support" (Customer Support Portal, support@convercent.com), "Request Info" (info@convercent.com), "Quick Links" (Convercent Policies), and "Contact Us" (convercent.com, 1.800.461.9330).

7. Use the **Access Code** and the password you created prior to submitting to check the status of your report. **Click Check Status.**

The screenshot shows a "Check Status" form. At the top left is a magnifying glass icon. Below it is the heading "Check Status". Underneath is a paragraph of text: "You can check the status of your report or question using the access number and password you created when you submitted the report or question." Below this text are two input fields labeled "Access Number" and "Password". Below the input fields is a "Forgot your password?" link. At the bottom, there is a yellow arrow pointing to the right with the text "Click" inside it, and a dark grey button labeled "CHECK STATUS".

Remember, the Code of Conduct requires all team members to report potential Compliance or Privacy Violations. This protects the patient, team members, and the health system.