

**CONEMAUGH MEMORIAL MEDICAL CENTER
GRADUATE MEDICAL EDUCATION POLICY**

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2. If the resident/fellow is unable to resolve the concern informally, he or she may submit the concern in writing to the Program Director. The concern should include a description of the concern and the desired resolution. The Program Director (or his/her designee) will meet with the Resident/Fellow at a mutually agreeable time within seven (7) business days (Monday-Friday) of the receipt of the concern; and thereafter, within (10) business days allowing the Program Director sufficient time to fully review and consider the matter, will issue a written decision to the Resident/Fellow regarding the concern.
3. If the Resident/Fellow does not believe the concern has been satisfactorily resolved, the Resident/Fellow may submit the concern in writing to the DIO within five (5) business days of receipt of the Program Director's decision. The DIO (or his/her designee) will meet with the Resident/Fellow at a mutually agreeable time within seven (7) business days of receipt of the concern, and within (10) business days allowing the DIO sufficient time to fully review and consider the matter will thereafter issue a written decision to the Resident/Fellow regarding the concern, and provide a copy to the Program Director. The decision of the DIO is final. If the DIO is involved in the concern, the role of the DIO will be replaced with the Chief Medical Officer.
4. Residents also have the option of utilizing the CMMC Corporate Compliance Hotline (866-519-4767), a confidential phone hotline available 24/7, to report issues of concern anonymously. All reports are treated in a confidential fashion and are routed to the institutional compliance officer.

If at any time it is determined that a concern raises or may raise a compliance concern, the matter shall be referred to the Corporate Compliance Office for further review and resolution. In this event, the Resident/Fellow and Program Director shall be so informed.

Notice of concern may not be served upon the Program Director or the DIO via electronic mail. Written decision likewise may not be supplied to the Resident/Fellow via electronic mail. A formal written notice must be sent.