



## Mount Sinai Medical Center Resident/Fellow Duty Hours Helpline Frequently Asked Questions (FAQs)



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### Why a Resident Duty Hours Helpline?

One of Mount Sinai's most important assets is its reputation for lawful and ethical behavior. As employees of the Medical Center responsible for complying with legal requirements related to Resident Duty Hours and working Conditions, it is important that everyone understand and take individual responsibility for meeting both NYS law as well as Mount Sinai policy.

This Helpline was specially created to answer your questions if you are unsure about compliance with the legal requirements of Resident Duty Hours, as well as serve as a resource to report possible violations. While there are already several ways to do so, such as speaking to one's Program Director or Coordinator or the Office of Graduate Medical Education, the Helpline offers another alternative.

### How Does it Work?

The Resident Duty Hours Helpline is staffed by trained professionals who are here to help. They can address your concerns, provide guidance, answer questions and look into possible violations of the law. If it isn't possible to call during business hours, Monday - Friday from 9 am to 5 pm, confidential messages can be left on the voice mail at all other times.

Reports of Resident Duty Hours And Working Condition infractions are investigated by the appropriate department (Compliance, Graduate Medical Education, House Staff Affairs, etc.), and all inquiries are monitored by Mount Sinai's Compliance Department to ensure proper follow-up and resolution.

### What About Confidentiality?

We want you to feel comfortable in asking questions and raising important issues. That is why the identity of callers will remain confidential to the extent permitted by law.

### Can I Remain Anonymous?

Yes. While it is easier to investigate a concern if we know who you are, we respect your wishes if you want to remain anonymous.

The Helpline number is an outside toll-free line, 866-MD HOURS (866-634-6877) and the origin of the calls is not traced.

### If I Call the Resident Duty Hours Helpline, Will My Position Be in Jeopardy?

No. The Helpline was created to protect you. Our policy strictly prohibits retaliation against an employee for raising a compliance concern in good faith. If you believe someone has been retaliated against, please contact the Resident Duty Hours Helpline immediately.

### What Constitutes Misconduct?

Any behavior which violates law related to the NYS 405 Regulations or Institutional policy. Disregard for NYS law, inducement to alter time records, harassment, etc. are just a few examples.

But it is also important to emphasize that if you are unsure of whether the conduct you are concerned about is improper, the Resident Duty Hours Helpline can provide information and help clarify the issue.

### I Prefer to Address My Concern in Writing. Can I Do That?

Yes. We encourage you to use the Helpline but if this is not comfortable for you, please do not hesitate to share your concerns in writing. The important thing is to communicate. Please send your written communication to Box 1475 or you may E-mail us at [compliance.info@mountsinai.org](mailto:compliance.info@mountsinai.org)

### How Will I Know That the Issue Has Been Resolved?

Each call is assigned a file number. Please feel free to call the Resident Duty Hours Helpline and refer to the file number to learn the status of the investigation.

Your cooperation is greatly appreciated in helping to maintain our reputation as an ethical organization.

*If It Concerns You, It Concerns Us.*  
**Resident/Fellow Duty Hours Compliance Helpline 1-866-MD HOURS**