

# CORPORATE INTEGRITY TIMES

MARCH 2026

## COMPLIANCE CORNER

### Corporate Integrity: Know Us Before You Need Us!

As we start the new year, it seems like a good time to re-introduce our department.

Some of you may know us as the department that maintains the hotline. Some of you may know us as the department that completes audits of billing and coding practices. Some of you may know us as the department that monitors conflicts of interests and vendor gifts. Some of you may know us as the department that helps protect patient privacy (and maybe you've seen us walking through our hospitals recently to check on our privacy practices!).

We do all of this work and more to fulfill our responsibility – as an organization and as individuals who work for this organization – to maintain an effective compliance program. Why?

As a condition of receiving payments for services from Medicare, Medicaid and Tricare, we are required to have policies and practices in place designed to prevent, detect and address fraud, waste and abuse. And, just as importantly, maintaining a culture that operates with integrity (hence the name Corporate Integrity) is the right thing to do for our patients, each other and the communities we serve. So, while this department constructs a “compliance plan” each year that outlines the work we will focus on, it is EVERYONE’s responsibility to follow both the letter and the spirit of our organization’s policies (and ask questions first if ever in doubt).

And, if you need a primer about what compliance means to Kettering Health, you can always refer to this document:

[Compliance Code of Conduct](#)

We are here to help you when you have questions, concerns or need guidance. You can always email us at [corporateintegrity@ketteringhealth.org](mailto:corporateintegrity@ketteringhealth.org). You can also call us at 937-762-1481.

**You are what you do when no one is looking.**



AI can help physicians in the exam room by improving efficiency—especially through tools like ambient documentation and EHR note drafting. However, doctors remain fully responsible for reviewing, editing, and approving any AI-generated content.

The AMA emphasizes that physicians should:

- \* Carefully verify AI outputs for accuracy.
- \* Be transparent with patients about AI use, especially when recording or documenting visits.
- \* Ensure patient privacy and HIPAA compliance.
- \* Understand how AI tools work and demand clear labeling of AI-generated content.
- \* Watch for bias and inequities in AI systems.



AI can reduce administrative burden and support care delivery, but it must be used with physician oversight, clinical judgment, and patient trust at the center.

**Full Article Here:** [Using health AI in the exam room: What doctors should consider | American Medical Association](#)



# Confidentiality at Kettering Health

## Your Superpower Starts on Day One!

When you joined Kettering Health (KH), you signed a Confidentiality Agreement during General Orientation – your first commitment to protecting the privacy of everyone we serve. Let’s take a quick, fun tour of what this superpower really means!

### Superpower #1: You’re Trusted with Confidential Information

As a KH workforce member, you play an essential and valuable role – and because of that, you may have access to confidential information about patients, employees, students, customers, and/or KH operations.

This info can appear in paper documents, electronic systems, or even spoken orally. No matter the format, it comes with one big responsibility: **protect it!**

### Superpower #2: You Know Your Playbook

Every hero needs a guide! Be familiar with KH privacy policies and any department-specific policies and procedures. These policies tell you exactly what’s allowed, what’s not, and how to handle confidential information the right way. System-wide policies are located in the “IP – Information Security and Privacy Office” section of Policy Manager on the KH intranet.

### Your Kryptonite: Things You Must NOT Do

Even superheroes have some “Nope!” zones. Avoid these:

- Do NOT discuss or disclose confidential information to patients, friends, relatives, co-workers, plan members, or anyone else – unless expressly permitted by KH policies and procedures and in accordance with applicable state laws and federal regulations. When in doubt, **ask first!**
- Do NOT access medical records – including in EP-IC - unless such access is **required** for your job at KH. That includes medical records of your own, family, friends, etc. – even if you have consent. EP-IC access = work purposes only.
- Do NOT post confidential information on social media. No pics, no videos, no stories, no “Guess who I saw today.” Not on Facebook, TikTok, Snapchat, Instagram, X... nowhere. Your superpowers stay offline.

## And That’s It, Superhero! ✨

With great access comes great responsibility and at KH, you’ve got the training, policies, and powers to protect privacy like a champ. Thanks for being a guardian of confidentiality every single day!

If you ever want to review the *full* Confidentiality Agreement, your hero handbook is always available here: [KH Employee Information Security Privacy Confidentiality Agreement](#).

And, of course, you can always ask us!



Congratulations to **DEE GUTTADORE** who was selected as our latest winner from the December issue!

We love seeing the growing number of responses to our interactive questions in each edition of the Corporate Integrity Times!

Email [CorporateIntegrity@ketteringhealth.org](mailto:CorporateIntegrity@ketteringhealth.org) your answer to the question below for your chance to win a prize and be recognized in our next edition.

Name one way to report a concern to Corporate Integrity.

### 🌸 Friendly Reminder 🌸

#### Double-Check Before You Hand It Off!

We must report a breach under HIPAA when we accidentally give patient information for one patient to the wrong patient – yikes!

A quick pause to verify those patient identifiers to make sure we are giving **the right information to the right patient at every encounter** can make all the difference in preventing patient privacy breaches and keeping our patients’ information safe.

## Have questions or need to report a concern?

### Compliance and Ethics Concerns

☎ 24/7 Hotline: 1-844-587-1658

🌐 Submit a hotline web report [here](#)

### Contact Corporate Integrity Directly

☎ Office Phone: 937-762-1435

✉ [CorporateIntegrity@ketteringhealth.org](mailto:CorporateIntegrity@ketteringhealth.org)

### Medication/Drug Diversion Concerns

☎ 24/7 Hotline: 1-833-220-9959

🌐 Submit a hotline web report [here](#)