

Where to Report Directory

Type of Concern	Issue / Details	Where to Report (Select Link)
Client Care Concerns	Patient/Client Care concern (Death, injury, fall, hospitalization, medication issue, medical equipment issue, medical attention at Emergency Room, client exhibiting unusual behavior)	Riskconnect Riskmanagement@helpathome.com
	Client/Patient complaints (Office staff not answering phone, caregiver always on cell phone, caregiver can't cook, etc.)	Riskconnect Riskmanagement@helpathome.com
	Client abuse, neglect or exploitation <i>by a non-employee</i>	Riskconnect Riskmanagement@helpathome.com
Employee and /or Workplace Concerns (Anonymous reporting available)	Client abuse, neglect or exploitation <i>by a caregiver</i>	Employee Relations –future link to be added –Use https://helpathome.navexone.com/
	Caregiver Abuse or Exploitation <i>by a client</i>	Employee Relations –future link to be added –Use https://helpathome.navexone.com/
	Discrimination and/or Harassment	Employee Relations –future link to be added-Use https://helpathome.navexone.com/
	Retaliation: Related to reports filed in good faith-Appeals (Terminations, Discipline, LOA)	Employee Relations –future link to be added –Use https://helpathome.navexone.com/
	Employee misconduct or inappropriate behavior (Unprofessionalism)	Employee Relations -future link to be added –Use https://helpathome.navexone.com/
	Workplace violence or threat	Employee Relations –future link to be added-Use https://helpathome.navexone.com/
	Workers' Compensation Injury or Employee Incident	Riskconnect Riskmanagement@helpathome.com

	(Employees must call 877-764-3574 for 24/7 Work Injury Nurse Line)	
	Theft alleged(Caregiver)	Riskconnect Riskmanagement@helppathome.com
Ethics & Compliance Concerns (Anonymous reporting available)	Fraud, waste and Abuse –any billing for services not rendered, overbilling, etc.	Ethics Helpline (1-844-769-0288)
	Falsification of records/documents	Ethics Helpline (1-844-769-0288)
	HIPAA privacy and security concerns	Ethics Helpline (1-844-769-0288)
	Corporate Theft/Financial misappropriation or Inappropriate Gifts/Entertainment	Ethics Helpline (1-844-769-0288)
Property, Auto, Safety Concerns	Safety and Hazardous Work Environment (COVID, Infestation)	Riskconnect Riskmanagement@helppathome.com
	Fire, Flood	Riskconnect Riskmanagement@helppathome.com
	Auto Accidents: Employee injury and/or company owned vehicle. (If client involvement - Report in Riskconnect-Client Incident/Non-Clinical Events/Vehicle Accidents)	Riskconnect -Click-Yes-“Auto Physical Damage” Riskmanagement@helppathome.com