

YALE-NEW HAVEN MEDICAL CENTER
(YNHMC)

POLICIES AND PROCEDURES

Subject: Ombuds Services

Policy #: II.010

Effective Date: July 1, 2013

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Distribution: Accredited and GMEC Approved Programs

Revision Date:

Introduction:

YNHMC is a complex institution. Misunderstandings and disagreements can occur that require assistance. As a designated neutral, the Ombudsperson does not advocate for any individual point of view, but assists residents/fellows express concerns, resolve disputes, manage conflict and learn more productive ways of communicating.

Policy:

All residents/fellows in accredited and approved Graduate Medical Education Committee training programs may contact the Ombudsperson about program-related issues and concerns.

The Ombudsperson listens to residents/fellows, offers information about policies and procedures and helps them examine options for resolving concerns.

Examples of appropriate concerns that can be addressed to the Ombudsperson include but are not limited to: program working conditions, program fear of retaliation, program favoritism and professional or scientific misconduct.

The Ombudsperson will take all reasonable steps to protect any records and files pertaining to confidential discussions from inspection by all other persons, including program leadership.

The Ombudsperson does not testify in any formal administrative or judicial hearing about concerns brought to her attention.

Procedure:

Residents/fellows may call the Ombudsman confidentially at 203.688-1449.

Residents/fellows employed by Yale University may also contact the University Office of the Ombudsperson at 203.737-4100.