

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

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| Chapter 11 | Patient Privacy Policies | Effective: | April 2003 |
| Section 11.1 | General Oversight Policies | Revised: | February 2006 |
| Policy 11.1.1 | Complaints Regarding Privacy and Confidentiality of Protected Health Information | Responsibility: | Assistant Vice President for Regulatory Affairs & Compliance |

COMPLAINTS REGARDING PRIVACY AND CONFIDENTIALITY OF PROTECTED HEALTH INFORMATION

Policy

Any individual who believes the rights granted by the federal privacy regulations or any other state or federal laws dealing with privacy and confidentiality of protected health information have been violated may file a complaint regarding the alleged privacy violation.

Contact Person

The Health Science Center has designated the Privacy Officer in the Office of Regulatory Affairs & Compliance as the individual to whom formal complaints are filed.

Procedure for Filing Complaints

Any privacy related complaint made by patients or employees at anytime must be forwarded to the Privacy Officer or to the Office of Regulatory Affairs & Compliance. Complaints may also be made anonymously by calling the hotline ComplianceLine (1-800-500-0333).

Investigation of Complaints

The Privacy Officer investigates complaints made by patients regarding alleged breaches of their privacy.

If a complaint is made by a patient regarding one of the Health Science Center employees at an affiliated organization, the Health Science Center Privacy Officer will work in conjunction with that organization's Privacy Officer.

The Privacy Officer will request assistance from the Security Officer with investigations of any information technology or other electronic system to determine if a breach of security has occurred, irrespective of whether the complaint is made by a patient or by an employee.

After investigation, employees who are found to have knowingly breached privacy will be subject to disciplinary action, up to and including termination.

The Health Science Center will document all complaints received and their disposition.
