

Patient Rights Under HIPAA

Right to Complain

This information is to help you understand your rights under federal privacy regulations, the Health Insurance Portability and Accountability Act, or HIPAA. This page focuses on your right to complain.

You have the right to complain if you feel that we have used or disclosed your health information inappropriately. Your health information may include any medical, dental, and psychological health information we have as part of your records.

If you would like to complain:

- ✓ We encourage you to first address the complaint with the department or clinic where you received services or treatment.
- ✓ You may ask for a supervisor in that department or clinic to discuss your concerns with you.
- ✓ You may also call the Health Science Center Privacy Officer at 210/567-5212 if you have concerns.
- ✓ Under federal regulations, you also have the right to file a complaint with the Department of Health and Human Services.

***Note:** If you have any concerns about how your health information is being used, disclosed, or stored, please do not hesitate to contact us. We want you to be comfortable with issues involving your health information, and welcome the opportunity to discuss these issues with you and your family.*