

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 11	Patient Privacy Policies	Effective:	April 2003
Section 11.1	General Oversight Policies	Revised:	April 2010
Policy 11.1.2	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 their rights granted under the federal privacy and security regulations, or any other state or federal laws dealing with privacy, security and, confidentiality of protected health information have been violated may file a complaint regarding the alleged privacy violation. Formal complaints should be filed with the Health Science Center's Privacy Officer in the Office of Regulatory Affairs and Compliance.

Procedure for Filing Complaints

Any privacy or security related complaint made by patients or employees at any time must be sent to the Privacy Officer in the Office of Regulatory Affairs & Compliance. Complaints may also be made anonymously by calling the hotline, ComplianceLine (1-877-507-7317). Also see the *Handbook of Operating Procedures*, [Section 11.1.1](#), "Notification of Privacy and Security Breaches", for reporting privacy and security breaches.

Investigation of Complaints

The Privacy Officer is responsible for investigating all 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 working at an affiliated organization, the Health Science Center Privacy Officer will work with that organization's Privacy Officer.

The Privacy Officer will request assistance from the Information Security Officer with investigations of any information technology or other electronic system to determine if a breach of security has occurred.

After investigation, employees who are found to have knowingly breached privacy will be subject to disciplinary action, up to and including termination. A description of the disciplinary action to be taken based on the type of breach can be located at: <http://www.uthscsa.edu/hipaa/Disciplinary.asp>.

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 11	Patient Privacy Policies	Effective:	April 2003
Section 11.1	General Oversight Policies	Revised:	April 2010
Policy 11.1.2	Complaints Regarding Privacy and Confidentiality of Protected Health Information	Responsibility:	Assistant Vice President for Regulatory Affairs & Compliance

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