




Winson Memorial Hospital  
We Care For You

 Winson Memorial Hospital We Care For You	<u>Effective Date</u>		
	<b>July 2007</b>		
	<u>Number</u> <b>HP 003</b>	<u>Replaces Policy</u>  <b>NEW</b>	
<u>Title</u> <b>Privacy Complaint Process</b>	<u>Date Revised</u> <b>July 2007</b>	<u>Date Reviewed</u>	<u>Next Scheduled Review Date</u> <b>July 2010</b>
<u>Signature</u>  _____	<u>Scope of Responsibility</u>  <b>HIPAA/Compliance</b>		
<b>Chief Privacy Officer</b>			

**Purpose:** To facilitate compliance with the Health Insurance Portability and Accountability Act (HIPAA) Standards for Privacy of Individually Identifiable Health Information (Privacy Standards), 45 CFR Parts 160 and 164, Administrative Requirements.

**Policy:** Under the Privacy Standards, a patient may file a complaint with IMH, as well as with the Secretary of the U.S. Department of Health and Human Services. The purpose of these complaint mechanisms is to instill a measure of accountability. IMH has a complaint process in place that will be utilized to handle privacy complaints.

**Procedure:**

The contact persons who handle privacy complaints are the Chief Privacy Officer or Chief Compliance Officer.

1. The information gathered should include the following:
  - Name of the complainant
  - Date the complaint was filed
  - Date and time of the incident (if applicable)
  - Location
  - Names of any members of the workforce who were involved
  - Names of any physicians who were involved
  - Short summary of the dispute.
  
2. Receipt of a complaint must be acknowledged in writing by the Chief Privacy Official (CPO) or designee.
  
3. The CPO or designee will develop and maintain a disposition report that identifies any privacy deficiencies discovered in the investigation and the remedial steps to be taken. The CPO or designee will also develop a report regarding the disposition of the investigation to be provided to the complainant and maintained by the CPO or designee.

Policy:

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4. The CPO or designee will utilize a complaint process that includes an intake form, an investigation form, and a disposition report that can be tracked and included in the disposition file for the complaint.

Should a complaint against a workforce member or physician be found to be valid, the disposition of such complaint will be consistent with IMH's Sanctions for Privacy Violations.