

## COMPLAINTS ABOUT PRIVACY PRACTICES POLICY

**RESPONSIBILITY:** Privacy Official or Designee(s), Director of Patient Services

**BACKGROUND:**

Federal rules require Behavioral Health and Health Facilities (BHHF) to have a means to receive complaints regarding its practices in using and disclosing protected health information. The rules do not specify how BHHF should respond to such complaints.

**POLICY:**

Complaints concerning BHHF's privacy practices will be directed to the office of the Privacy Official or Designee(s). This will be noted in the Notice of Privacy Practices.

The Privacy Official, or his or her designee, will respond to complaints. When indicated by the nature of a complaint, the Privacy Official or Designee(s) will investigate the situation which gave rise to the complaint, and change privacy practices or initiate retraining when appropriate.

Complaints that indicate a possible violation of BHHF policies or applicable law will be referred by the Privacy Official or Designee(s) to the Director of Human Resources for possible action under BHHF policies regarding employee discipline. See also SANCTIONS FOR VIOLATING PRIVACY AND SECURITY POLICIES AND PROCEDURES.

Complaints regarding privacy practices, and responses to these complaints, will be kept on file by the Privacy Official or Designee(s) for six years or longer if required by state law or regulation.

The policy and procedure for handling complaints must be adhered to unless they are in direct conflict with this policy.

Effective Date: 4/14/03

Dates Revised:

  
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Jerome E. Lovrien, Commissioner, Bureau for Behavioral Health and Health Facilities