

COMPLAINTS ABOUT PRIVACY PRACTICES PROCEDURE

Patients who want to file complaints about BHHF's privacy practices, or about an alleged violation of BHHF's notice of privacy practices or state or federal law regarding the privacy or protected health information, will be referred to the Patient Services department.

If the complaint is made by telephone, the Patient services representative will record the complaint in as much detail as possible.

The complaint will be directed to the Privacy Official or Designee(s) for action under this policy and under other BHHF policies and procedures regarding the response to complaints. This includes taking action to mitigate any harm done as a result of the incident that gives rise to the complaint. See DUTY TO REPORT SECURITY OR PRIVACY BREACH AND MITIGATE THE EFFECT.

REFERENCE: 45 CFR § 164.530(d)

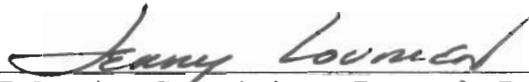
See also: DESIGNATION OF PRIVACY OFFICIAL AND CONTACT FOR COMPLAINTS AND REQUESTS RELATED TO PRIVACY

DUTY TO REPORT SECURITY OR PRIVACY BREACH AND MITIGATE THE EFFECT

SANCTIONS FOR VIOLATING PRIVACY AND SECURITY POLICIES AND PROCEDURES

Effective Date: 4/14/03

Dates Revised:



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