

Section 6	Compliance Policies	00/00/03	- Effective
Subject 6.1	General Compliance Issues		- Revised
<b>Policy 6.1.5</b>	<b>Privacy Complaint Policy</b>	Compliance Office	- Reviewed - Author

## Privacy Complaint Policy

### **Audience**

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The information in this document applies to all UTMB faculty, staff, students, volunteers, and any other contractors or agents granted access to Protected Health Information (PHI).

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### **Policy**

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In accordance with Health Insurance Portability and Accountability Act (HIPAA), UTMB is committed to ensuring the privacy and confidentiality of PHI. Any individual who believes the rights granted by the HIPAA privacy regulations or any other state or federal laws dealing with privacy and confidentiality have been violated may file a complaint regarding the alleged privacy violation.

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### **Procedure for Filing Complaint**

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Any privacy related complaint made by a patient, faculty member, employee, student, or volunteer at anytime must be forwarded to the Chief Privacy Officer (CPO) or to the Institutional Privacy Office (IPO), which is an office within the Institutional Compliance Program. Complaints may also be made anonymously by calling the Privacy Hotline (1-800-898-7679).

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### **Investigation of Complaints**

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The CPO will contact both Patient Services and the Information Security Officer (ISO) to investigate the alleged patient privacy violations. Patient Services will investigate complaints made by patients regarding alleged breaches of their privacy. In addition, Patient Services may be requested to assist in investigations regarding complaints made by employees who believe fellow employees have violated patient privacy standards.

In situations involving students, the CPO shall notify the Student Affairs Officer of the investigation.

Simultaneously, the CPO will request an investigation be undertaken by the ISO of any applicable information technology systems to determine if a breach of privacy has occurred whether the complaint is made by a patient, faculty member, employee, or student.

If during the course of investigation an individual is found to be in violation of an institutional policy, he/she will be subject to the appropriate disciplinary process for faculty, staff, students, or volunteers.

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