

UConn HEALTH

Administrative Policy

2003-19 Patient Privacy Complaints

Title	Patient Privacy Complaints
Policy Owner and Contact Information	Office of Healthcare Compliance and Privacy privacyoffice@uchc.edu
Campus Applicability	UConn Health
Applies to	UConn Health Workforce
Effective Date	9/29/21

PURPOSE:

To comply with certain provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH) and the associated regulations regarding an individual's right to file a privacy complaint.

POLICY STATEMENT:

1. UConn Health provides individuals with a process for filing a complaint concerning its privacy practices and/or if the individual believes their privacy rights have been violated.
2. The Office of Healthcare Compliance and Privacy (OHCP) is responsible for receiving and responding to any such complaints, in consultation with Patient Relations and/or IT Security as appropriate. OHCP will document all privacy complaints received, and their disposition, if any, and will retain such documentation for no less than six (6) years.
3. UConn Health shall include in its Notice of Privacy Practices the required information concerning the filing of privacy complaints.
4. UConn Health must not retaliate against an individual for exercising their right to file a complaint.

DEFINITIONS:

[Privacy Definitions](#)

PROCEDURES/FORMS:

[Procedures for 2003-19 Patient Privacy Complaints](#)

REFERENCES:

45 C.F.R. §§ 164.520(b)(1)(vi) and 164.530(a)(1)(ii), (d) and (g) (HIPAA Privacy Rule)

RELATED POLICIES:

[UConn Health Notice of Privacy Practices](#)

ENFORCEMENT:

Violations of this policy or associated procedures may result in appropriate disciplinary measures in accordance with University By-Laws, General Rules of Conduct for All University Employees, applicable collective bargaining agreements, the University of Connecticut Student Code, other applicable University Policies, or as outlined in any procedures document related to this policy.

APPROVAL:

Andrew Agwunobi (Signed)

9/29/21

Andrew Agwunobi
UConn Health Chief Executive Officer

Date

Kiki Nissen (Signed)

9/28/21

Kiki Nissen
Administrative Policy Committee Vice-Chair

Date

Janel Simpson (Signed)

9/27/21

Janel Simpson
Administrative Policy Committee Chair

Date

POLICY HISTORY:

New Policy Approved: 4/14/03

Reviewed Without Changes:

Revised: 4/07/09, 10/8/13, 9/29/21