POLICY: PATIENT COMPLAINT REGARDING USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION  
(Privacy & Security of Protected Health Information (PHI))

PURPOSE:  
To allow patients to register complaints with UConn Health and/or the U. S. Department of Health and Human Services regarding the handling of PHI.

SCOPE:  
Applies to all patients at UConn Health.

POLICY STATEMENT:  
1. The organization has identified the Privacy Office, 860-679-4180, for receiving patient complaints related to the privacy and security of PHI. The Privacy Office may work with the Patient Relations Department and/or Security Office to resolve complaints that arise in any location of UConn Health.

2. Additionally, the patient may register a complaint with the U.S. Department of Health and Human Services as outlined in the “Notice of Privacy Practices.”

Reference: §164.520 Health Insurance Portability and Accountability Act of 1996

Iris Mauriello (Signed)  
10/28/13
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Iris Mauriello  
Compliance Integrity/Privacy Officer

Frank M. Torti (Signed)  
11/4/13
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Frank M. Torti, M.D., M.P.H.  
Executive Vice President for Health Affairs

New Policy: 4/14/03  
Revised: 4/07/09, 10/8/13