

UConn HEALTH

POLICY NUMBER 2003-19

October 8, 2013

**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

Iris Mauriello
Compliance Integrity/Privacy Officer

Date

Frank M. Torti (Signed)

11/4/13

Frank M. Torti, M.D., M.P.H.
Executive Vice President for Health Affairs

Date

New Policy: 4/14/03

Revised: 4/07/09, 10/8/13