
PRIVACY AND SECURITY COMPLAINTS OF PATIENT HEALTH INFORMATION

The Medical Center will address any complaints with regards to protecting the confidentiality, privacy and security of patient health information.

All individuals are encouraged to report any complaints that they may have in regards to access, use or disclosure of protected health information.

In a situation where privacy and security laws have been violated internal to the Medical Center, individuals can disclose/release health information without fear of retaliation.

The Medical Center will not tolerate any retaliation as a result of the good faith reporting of complaints. Any such retaliation may result in disciplinary action.

No individual shall be required to waive his or her right as a condition of treatment or payment in the filing of a complaint with the Secretary of Health and Human Services (HHS).

Upon receiving a complaint, the Privacy and Security Officer will document the complaint, investigate the complaint; and communicate the outcome of the complaint with the individual filing the complaint.