

NAME OF HOSPITAL

HIPAA REGULATION	ADMINISTRATIVE REQUIREMENTS	REFERENCE 6.4
SUBJECT:	ESTABLISHING A COMPLAINT PROCESS AND TAKING CORRECTIVE ACTION	EFFECTIVE:
DEPARTMENT:	HOSPITAL WIDE	
APPROVED BY:		REVISED:

_____ has adopted a policy on establishing a complaint process and on taking corrective action.

POLICY: ESTABLISHING A COMPLAINT PROCESS AND TAKING CORRECTIVE ACTION

It is the policy of _____ to address any complaints with regards to protecting the privacy of confidential healthcare information.

A process will be established so patients can file a complaint if they believe that the hospitals privacy policies and procedures are inadequate or have been violated.

A system will be established for documenting receipt of the complaint and the actions taken.

These records will be maintained for six years.

It is our policy that no retaliatory action will be taken against any person who exercises his or her rights under the privacy rules; testifies, assists in an investigation, compliance review, proceeding or hearing under the privacy rules; or opposes any act that is unlawful under the privacy rules, as long as such opposition is reasonable and does not itself involve a disclosure of PHI in violation of the privacy rules.

Please contact the person listed below with questions on this policy and/or to report violations.

Name:
Phone number:
Address:
Fax:

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_____ has adopted these procedures on establishing a complaint process and taking corrective action.

PROCEDURE: ESTABLISHING A COMPLAINT PROCESS AND TAKING CORRECTIVE ACTION

The Notice of Privacy Practice will inform the patient on the steps he needs to take in the case of a complaint.

Penalties for violations will be set forth in the policies and procedures and the workers will be given notice of these penalties.

Any complaint regarding the privacy of confidential healthcare information is to be made in writing preferably using the "Patient Complaint form" to:

- Organization
- ATTN: Name of Privacy Officer
- Address
- Telephone number
- Fax

Upon receiving the complaint, the Privacy Officer is to:

- Document the complaint in the Complaint Log.
- Document the date, time and name of person making the complaint in the Complaint Log.
- Investigate the complaint and take necessary corrective action.
- Document the resolution of the complaint in the Complaint Log.
- Document any penalties assessed against a worker.
- Communicate the outcome of the complaint with the individual filing the complaint.

The Privacy Officer is to communicate the number of complaints and resolutions during routine executive level meetings of the organization.

Please contact the person listed below with questions on these procedures and/or to report violations.

- Name:
- Phone number:
- Address:
- Fax: