PURPOSE:
To ensure there is a mechanism in place for individuals to make complaints concerning the privacy and confidentiality of Protected Health Information ("PHI"). To ensure that all privacy complaints are documented, tracked, investigated, and that documentation includes the final disposition/resolution of the complaint.

POLICY:
It is the policy of Health Quest Systems, Inc. and its affiliates ("HQ"), in compliance with 45 C.F.R. §164.530(d) to address any complaints with regards to protecting the privacy of confidential healthcare information. Individuals, family members, employees, the general public or business associates have the right to file complaints regarding HQ's policies, procedures or practices relative to the access, use, or disclosure of PHI.

DEFINITIONS: See HIPAA Glossary

ENFORCEMENT:
All individuals whose responsibilities are affected by this policy are expected to be familiar with the basic procedures and responsibilities created by this policy. Failure to comply with this policy and related procedure may result in remedial and/or disciplinary action, up to and including termination of any employment or other relationship.

REFERENCES:
CFR 45 §164.530(d)
HQ 5.2.05 Direction and Investigation of Privacy Complaints Procedure

POLICY HISTORY:
Supersedes: 2/13/2019
Original Implementation Date: 2/27/2014
Date Reviewed: 2/13/2019
Date Revised: 2/27/2014, 2/13/2019, 2/28/2020

APPROVAL:

Policy Owner

Date