



# University of Connecticut Health Center

**POLICY NUMBER 2003-19**

**April 7, 2009**

**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 UCHC and/or the U. S. Department of Health and Human Services regarding the handling of PHI.

**SCOPE:** Applies to all patients of the University of Connecticut Health Center except Correctional Managed Health Care patients.

**POLICY STATEMENT:**

1. The organization has identified the office of Patient Relations, 860-679-3176, for receiving patient complaints related to the privacy and security of PHI. Often the Patient Relations Department will work with the Privacy and/or Security Officer to resolve complaints.
2. Generally, patient complaints relating to the privacy and security of PHI will be handled in the same manner as outlined in John Dempsey Hospital Administrative Manual, Policy: Investigation and Response to Patient Complaints 11-003, or Patient Complaint process for either Dental Clinics or University Dentists.
3. 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)

4/08/09

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**Corporate Compliance Integrity/Privacy Officer**

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**Date**

Cato T. Laurencin (signed)

4/10/09

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**Vice President for Health Affairs**

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**Date**

Updated: 4/07/09; 4/14/03