

Divisions: All Divisions	Policy Number 179.10.23
Subject: PRIVACY COMPLAINT	
Approved: Executive Director	
Approved: Associate Director	
Approved: CADE BOD	
Effective Date: April 14, 2003	
Review Dates:	
Revised Dates:	

Purpose

The purpose of this policy is to provide information for management and workforce members for handling privacy complaints.

Policy

Any individual who believes his or her rights granted by the Health Insurance Portability and Accountability Act (HIPAA) Privacy regulations or any other state or federal laws dealing with privacy and confidentiality of health information have been violated may file a complaint regarding the alleged privacy violation.

Filing HIPAA Complaints

Any privacy related complaint made by a patient, employee, or volunteer at anytime must be forwarded to the Privacy Officer. Complaints may also be made anonymously by calling the Center Hot Line (877) 525-5669 or the Center Privacy Officer (314) 268-5884.

Investigation of Complaints

Center for Advanced Dental Education will investigate alleged privacy violations and complaints made by patients regarding alleged breaches of their privacy. Employees and workforce members may be requested to assist in investigations regarding complaints made by patients and other employees who believe fellow employees have violated patient privacy standards.

The Center will begin an investigation to determine if a breach of privacy has occurred. Any employee or workforce member found to be in violation of this policy or breaches the confidentiality of a patient's protected health information will be subject to disciplinary action.