



SUBJECT: FILING COMPLAINTS REGARDING PRIVACY PRACTICES

GOAL: To inform District personnel and the public of the complaint process regarding protected health information (PHI).

PURPOSE: To outline the process for filing a complaint regarding unsatisfactory determinations on the release of information by the District relating to protected health information (PHI) of treated patients.

SCOPE: The general public and all District personnel.

PROCEDURE: MAKING A COMPLAINT DIRECTLY TO THE DISTRICT

You have the right to make a complaint directly to the Privacy Officer of the District concerning our policies and procedures with respect to the use and disclosure of protected health information (PHI) about you. You may also make a complaint about concerns you have regarding our compliance with any of our established policies and procedures concerning the confidentiality and use or disclosure of your PHI, or about the requirements of the federal Privacy Rule.

All complaints should be directed to our Privacy Officer at the following address, phone, and phone number:

Dennis Mason, Privacy Officer
OR
Christi Linn, Alternate Privacy Officer
911 N 65th Avenue
Ridgefield, WA 98642
360/ 887.4609
360/ 887.0862 fax

MAKING A COMPLAINT TO THE FEDERAL GOVERNMENT

If you believe the District is not in compliance with the applicable requirements of the Federal Privacy Rule, you may file a complaint with the Secretary of the U.S. Department of Health and Human Services. The Privacy Rule states the following:

Requirements for filing complaints. Complaints under this section must meet the following requirements:

- (1) A complaint must be filed in writing, either on paper or via electronic transmittal. An instruction fact sheet may be found on the HHS web site at <http://www.hhs.gov/ocr/privacyhowtofile.htm>.
- (2) A complaint must name the entity that is the subject of the complaint and describe the acts or omissions believed to be in violation of the applicable requirements of the Federal Privacy Rule or the applicable standards, requirements, and implementation specifications of subpart E of part 164 of the Federal Privacy Rule.



- (3) A complaint must be filed within 180 days of when the complainant knew or should have known that the act or omission complained of occurred, unless the Office of the Secretary of Health and Social Services, for good cause shown, waives this time limitation.
- (4) The Office of the Secretary of Health and Social Services may prescribe additional procedures for the filing of complaints, as well as the place and manner of filing, by notice in the Federal Register.
- (5) *Investigation.* The Office of the Secretary of Health and Social Services may investigate complaints. Such investigation may include a review of the pertinent policies, procedures, or practices of the covered entity and of the circumstances regarding any alleged acts or omissions concerning compliance.

Additional information may be found on the US Health and Human Services web page: <http://www.hhs.gov/ocr/hipaa/>