

**Texas Tech University Health Sciences Center  
HIPAA Privacy Policies**

<b>Administration</b>	<b>Policy 5.1</b>
<b>Complaints related to Privacy / Security of PHI</b>	<b>Effective Date: November 17, 2009 Revised Date: August 11, 2017</b>
<b>References:</b> <a href="#">HSC OP 52.04, Report and TTUHSC Internal Investigation</a> 45 CFR 164.102 and 103, <a href="http://www.hhs.gov/ocr/hipaa">http://www.hhs.gov/ocr/hipaa</a> ;	

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### **Policy Statement**

This policy identifies the mechanisms for receiving complaints from individuals regarding TTUHSC's compliance with the requirements of the HIPAA Privacy and Security Standards.

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### **Scope and Distribution**

This policy applies to all health care clinical service areas owned and/or operated by TTUHSC. It does not apply to inmates seen or treated by TTUHSC.

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### **Definitions**

Refer to [HPP 1.1](#) for Glossary of HIPAA Terms

See [Old/New HIPAA Policy Number Cross Reference Chart](#)

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### **Procedure**

- I. TTUHSC will provide a process for individuals to file complaints concerning its policies and procedures regarding the use of disclosure of PHI, or its compliance with such policies and procedures.
- II. Contact persons: Respective campus' Regional Privacy Officer; Institutional Privacy Officer; Managing Director Compliance.
- III. Individuals will not be expected or required to waive his/her rights to file a complaint with the Department of Health and Human Services as a condition of the provision of treatment, payment, enrollment in a health plan, or eligibility of benefits.
- IV. Each campus' Regional Privacy Officer (or the Managing Director in the absence of a Regional Privacy Officer) will document all complaints received and their disposition, if any, for at least six (6) years from the date of its creation or the date when it last was in effect, whichever is later.
- V. The Regional Privacy Officer for the respective campus (or the Managing Director in the absence of a Regional Privacy Officer) should be contacted in

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order to file complaints concerning HSC's policies and procedures required by the HIPAA privacy rule, or its compliance with such policies and procedures.

- VI. [The Texas Tech University compliance hotline](#) can also be used to report complaints related to HIPAA Privacy issues. A complaint can also be called on the toll free Hotline number: (866) 329-6445. The caller can remain anonymous if desired.

### **Approval Authority**

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The TTUHSC Privacy and Security Committee has authority for HIPAA policy approval.

### **Responsibility and Revisions**

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Questions regarding this policy may be addressed to the Regional Privacy Officer ([Amarillo](#), [Permian Basin](#) [Lubbock](#)), the [Institutional Privacy Officer](#), or the [Institutional Compliance Officer](#).

This policy may be amended or terminated at any time.