

**ADAMH BOARD OF FRANKLIN COUNTY
HIPAA Privacy Policy H.01.170**

HIPAA RULES COMPLAINT PROCESS

A. PURPOSE STATEMENT

The purpose of this policy is to issue instructions for the acceptance of, response to, and documentation of complaints about alleged violations of a consumer's rights relating to protected health information, other HIPAA regulations, ADAMH's HIPAA policies and procedures, and ADAMH's compliance with those policies and procedures.¹

B. SCOPE

This policy applies to all ADAMH workforce members, including Board of Trustees members, employees, volunteers, trainees, and other persons whose conduct, in the performance of work for ADAMH, is under the direct control of ADAMH, regardless of whether they are paid by ADAMH.

C. POLICY STATEMENT

1. HIPAA grants individuals specific rights relating to their health information. Specifically, in addition to privacy rights related to their PHI, individuals are granted the right to access their designated record set, to request restrictions on uses or disclosures of their PHI, to request that communications related to PHI be confidential, to request amendment of their designated record set, and to receive an accounting of disclosures of their PHI. HIPAA also mandates that a process be in place for individuals to complain about an entity's privacy related policies and procedures or the entity's compliance with those policies and procedures.
2. ADAMH's Privacy Officer shall be designated as the staff member responsible for receiving complaints relating to a consumer's rights to access his or her designated record set, to request restrictions on the use or disclosure of his or her PHI, to request confidential communications of health-related information, to request amendment of his or her designated record set, or to request an accounting of disclosures made of his or her PHI.
3. ADAMH will not retaliate against any individual or person served, workforce member, or Privacy Officer for having filed or assisted in the filing of a complaint, or for investigating or acting on a complaint. Any workforce member who becomes aware of any such retaliatory action shall immediately complete an incident report.

¹ CFR Title 45, Section 164.530 Administrative Requirements (d)(1) Standard: Complaints to the covered entity