

## Appendix A – Complaint Procedure

Anyone who wishes to make a complaint regarding a breach or suspected breach of Protected Health Information should complete and submit a HIPAA Complaint Form which is available on the Ontario County website, <http://www.co.ontario.ny.us/>, or can be provided by the Privacy Officer's Office (address below). If the Complaint Form is needed in a language other than English, please contact the Privacy Officer at the address provided below. The Complaint Form should be submitted to the Privacy Officer at:

HIPAA Privacy Officer  
Ontario County Attorney  
County Attorney's Office  
20 Ontario Street, 3<sup>rd</sup> Floor  
Canandaigua, NY 14424

Upon the Privacy Officer's receipt of a complaint, the Privacy Officer shall acknowledge receipt of the complaint by written letter to the complainant. Following acknowledgment, the Privacy Officer shall notify and coordinate with the County Compliance Officer and County department head, or their HIPAA designee, associated with the complaint, to determine the nature of complaint and conduct a full investigation which may include:

- Reviewing the record(s) and any other pertinent information, and
- Workforce interview(s)

Upon completion of the investigation, any action taken may include:

- Correspondence with complainant and degree of satisfaction
- Staff education/counseling/disciplinary action(s)
- Policy changes

If the complainant requests a response, a written response shall be timely provided summarizing the conclusion but not detailing specifics of the investigation or corrective actions taken. Where the complainant has limited English proficiency, the Privacy Officer will arrange for the provision of language interpretation services and/or for the translation of the response to the complainant.

If the complainant does not believe that the response satisfactorily resolves the issue, the complainant may file a complaint with the United States Department of Health and Human Services Officer for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).

All complaints, coordination, investigation, action and responses shall be documented and permanently retained.