



Oklahoma State University

Title: Complaints to the Covered Entity	Policy #: PRV-13.04
Category: HIPAA Compliance	Authority: 45 CFR § HIPAA SECTION: 164.530(d)(1)
Standard: Complaints to the Covered Entity	Responsibility: Health Care Components
Effective Date: 4/14/2003	Page 1 of 2
Approved By: OSU Legal Counsel	Revised: 7/1/2013

PURPOSE:

To identify methods that an individual or employee may file a complaint against OSU

POLICY:

1. OSU must provide a process for individuals to make complaints concerning OSU's policies and procedures required by the Privacy Rule and the Breach Notification Rule or its compliance with such policies and procedures or the requirements of the Privacy Rule and the Breach Notification Rule. §164.530(d)(1)
2. As required by paragraph (j) of §164.530 *Documentation*, OSU must document all complaints received, and their disposition, if any. §164.530(d)(2)

PROCEDURE:

The HIPAA Compliance Office shall be responsible for documentation and retention of any and all such complaints. These shall be maintained within the HIPAA Compliance Office. These documents will include correspondence, responses, and remedies under these policies.
§164.530(d)(2)

▪ **Complaints Filed by Patients**

Written complaints should be sent to the Privacy Officer at the address listed below:

HIPAA Compliance Office
717 South Houston, Suite 506
Tulsa, OK 74127

If an individual wishes to make a complaint in person, please call the HIPAA Hotline listed below to schedule an appointment with the Privacy Officer, or to make the complaint over the phone.

HIPAA Hotline 918-586-4545

▪ **Employee Report of Concern**



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Employees may contact the HIPAA Compliance Officer to file a Report of Concern. Please use the [Employee Report of Concern form located here](#). Complete the form and send or deliver to the HIPAA Compliance Officer. Reports may also be made via email to the HIPAA Compliance Officer. Be sure to include as much detail as possible when describing the incident or area of concern.

Employees may email the HIPAA Compliance Office at chs.privacy@okstate.edu

Employees may also file a report via an online reporting tool called Ethics Point. A link to this site may be found on the HIPAA homepage: <http://centernet.okstate.edu/compliance/>

All reports may be anonymous. The OSU HIPAA Compliance Office will make every effort to ensure anonymity, but it may not always be possible depending on the circumstances of the incident.

REFERENCE:

ENF-00.01 Complaints to the Secretary