

## Texas Tech University Health Sciences Center El Paso HIPAA Privacy Policy

<b>Administration</b>	<b>Policy: 5.1</b>
<b>Complaints related to Privacy/Security of PHI</b>	<b>Effective Date: November 17, 2009</b>
<b>References: <a href="#">TTUHSCEP OP 52.04, Report and TTUHSC El Paso Internal Investigation</a></b>	
<b>TTUHSC El Paso Institutional Compliance Website: <a href="http://elpaso.ttuhsce.edu/hipaa/">http://elpaso.ttuhsce.edu/hipaa/</a></b>	

### **Policy Statement**

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

### **Scope**

This policy applies to all health care clinical service areas owned and/or operated by Texas Tech Health Sciences Center El Paso (TTUHSC El Paso).

### **Definitions**

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

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

### **Policy**

- I. TTUHSC El Paso 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: Institutional Privacy Officer or Associate 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. The Institutional 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 Institutional Privacy Officer should be contacted in order to file complaints concerning TTUHSC El Paso's policies and procedures required by the HIPAA privacy rule or its compliance with such policies and procedures.

Knowledge of a violation or potential violation of this policy must be reported directly to the Institutional Privacy Officer or to the employee compliance hotline at (866) 294-9352 or [www.ethicspoint.com](http://www.ethicspoint.com) under Texas Tech University System

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### **Frequency of Review**

The TTUHSC El Paso Privacy and Security Committee have authority for HIPAA policy approval.

Questions regarding this policy may be addressed to the [Institutional Privacy Officer](#) or the [Institutional Compliance Officer](#).

This policy may be amended or terminated at any time

**Review Date:** November 1, 2017

**Revision Date:** May 1 2015, November 8, 2017