

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

<b>Policy:</b> Complaints related to Privacy/Security of PHI	<b>Policy #:</b> HPP 5.1
<b>Effective Date:</b> July 6, 2016	<b>Last Revision Date:</b> July 16, 2024
<b>References:</b> TTUHSC OP 52.04, Report and TTUHSC El Paso Internal Investigation	
<b>TTUHSC El Paso Institutional Compliance Website:</b> <a href="http://elpaso.ttuhscc.edu/compliance/">http://elpaso.ttuhscc.edu/compliance/</a>	

### **Policy Statement**

This policy identifies the mechanisms for receiving complaints from individuals regarding TTUHSC El Paso’s compliance with the HIPAA Privacy and Security standards requirements.

### **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).

### **Policy**

1. TTUHSC El Paso will provide a process for individuals to file complaints concerning its policies and procedures regarding the use or disclosure of PHI or its compliance with such policies and procedures.
2. Contact persons: Institutional Privacy Officer or Managing Director of Compliance.
3. Individuals will not be expected or required to waive their 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 for benefits.
4. 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.
5. The Institutional Privacy Officer should be contacted 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.
6. The Texas Tech University Systems Fraud and Misconduct Hotline (EthicsPoint) can also be used to report complaints related to HIPAA Privacy Issues. If desired, the caller can remain anonymous.

Knowledge of a violation or potential violation of this policy must be reported directly to the Institutional Privacy Officer or the Fraud and Misconduct 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**

This policy will be reviewed on each even-numbered year (ENY) by the Institutional Privacy Officer, and the HIPAA Privacy and Security Committee, but may be amended or terminated at any time.

Questions regarding this policy may be addressed to the Institutional Privacy Officer or the Institutional Compliance Officer.

**Review Date:** 7/8/2024

**Revision Date:** 5/1/2015, 11/8/2017, 11/17/2020, 11/15/2022, 7/16/2024