

## COMPLAINTS REGARDING VIOLATIONS OF PRIVACY AND CONFIDENTIALITY (HIPAA)

### I. Policy Section

14.0 Risk Management

### II. Policy Subsection

14.3

### III. Policy Statement

Grand Rapids Community College shall comply with applicable law pertaining to complaints of violations of privacy and/or confidentiality. Grand Rapids Community College will promptly respond and appropriately document and investigate all complaints regarding the privacy and confidentiality of a health plan member's Protected Health Information and complaints regarding the privacy practices of our organization. Grand Rapids Community College will not require individuals to waive their right to file a complaint as a condition of the provision of treatment.

### IV. Reason for the Policy

Compliance to HIPAA mandates

### V. Entities Affected by this Policy

All employees  
Business Associates

### VI. Who Should Read this Policy

All employees

### VII. Related Documents

All related documents located on HR website:  
<http://grcc.edu/humanresources/healthbenefits/healthinsuranceportabilityandaccountabilityactof1996hipaa>

### VIII. Contacts

Policy Owner: Executive Director Human Resources, Privacy Officer  
Human Resource Department

IX. Definitions

HIPAA – Health Insurance Portability & Accountability Act  
PHI – Protected Health Information

X. Procedures

- A. Grand Rapids Community College will describe the process for filing a complaint in our Notice of Privacy Practices and will respond to all complaints of violations of privacy and confidentiality of PHI. Individuals who express a desire to complain about violations of privacy or confidentiality in the use or disclosure of their PHI will be instructed to obtain and complete a Privacy Complaint Form available from the Privacy Officer in the Human Resources Department (616) 234-3971.
- B. Upon receipt of a completed form, the Privacy Officer will investigate the specifics of the complaint and write a summary of the findings of the investigation. The investigation will be conducted at the earliest possible time. A written summary of the findings of the investigation will be communicated to the individual and the Human Resource Department.
- C. If it is determined that a violation has occurred, Human Resources will:
1. Implement any sanctions that may be warranted;
  2. Identify any changes or additions to existing policies and procedures that may help prevent future occurrences of a similar nature;
  3. Implement those changes or additions to the extent practicable;
  4. Identify any harm that may have been caused to the individual as a result of the violation;
  5. Mitigate such harm to the extent practicable;
  6. Provide a written summary to the complaining individual, and;
  7. Provide the individual with instructions on how to file a complaint with the secretary of Health and Human services if the individual should choose to do so.
- D. Waiver of Rights

Grand Rapids Community College will not require individuals to waive their rights as a condition of the provision of treatment, payment, enrollment in a health plan, or eligibility for benefits.

XI. Forms

Complaint Form (attached and located on website)

XII. Effective Date

March 24, 2004

XIII. Policy History

Revised November 1, 2013: The HIPPA Sanctions policy (14.4) was eliminated as it is no longer necessary to have a separate policy solely for sanctions

XIV. Next Review/Revision Date

November, 2017

