

Bethany Life Communities	Date Written: 2-24-2004	Date Revised: 5-1-2009
<i>Privacy Complaints and Investigations (HIPAA Privacy)</i>	Page 1 of 1	

Policy Statement

Residents, family members, team members, the general public, or business associates have the right to file complaints relative to Bethany Life Communities' policies, procedures, or practices relative to the access, use, or disclosure of protected health information.

Policy Interpretation and Implementation

1. The HIPAA Compliance Officer has been designated as the individual responsible for receiving, processing, and investigating all privacy related complaints.
2. Any resident, representative, family member, team member, business associate, visitor, or the general public may file a grievance or complaint relative to Bethany Life Communities' privacy practices without fear of reprisal or retaliation in any form.
3. Complaints should be submitted to the HIPAA Compliance Officer in writing. However, persons may file anonymous complaints. Anonymous complaints may be filed by dialing 515-733-3019.
4. The HIPAA Compliance Officer or his/her designee will begin an investigation into allegations within five (5) working days of the receipt of the complaint.
5. A written report of the findings of the investigation will be provided to the individual filling the complaint within thirty (30) days of receiving such complaint unless an extension is necessary to complete the investigation. Such extension may not exceed thirty (30) days.
6. Should the individual not be satisfied with the result of the investigation, or the recommended resolution(s), she/he may file a complaint with the Secretary of Health and Human Services (HHS).
7. Complaints may be filed directly with the Secretary of the HHS. Such complaints must be in writing, identifying Bethany Life Communities, and must describe the violation. Complaints must be filed within 180 days of the complainant learning of the alleged violation or should have been aware of the alleged violation.
8. The address of the Secretary of HHS is located in the Privacy Notice provided to residents upon admission as well as being posted in the main lobby. Persons may also obtain the address from the HIPAA Compliance Officer.
9. The HIPAA Compliance Officer or his/her designee will maintain a log of all complaints received. Copies of all complaints, their disposition and resolutions, and out complaint log will be maintained for a period of six (6) years from the date such complaint was received.