

## EVMS Medical Group

**POLICY: Complaint Process**

**DATE: 3/2003**

**CATEGORY: PRIVACY**

**REVIEWED/  
REVISED:  
04/2013**

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It is the policy of EVMS Medical Group to address any complaints with regards to protecting the privacy of confidential healthcare information.

### **PROCEDURE:**

1. Any complaint regarding the privacy of confidential healthcare information is to be made in writing to:

EVMS Medical Group  
Privacy Office  
4111 Monarch Way  
Suite 500  
Norfolk, VA 23508

2. Upon receiving the complaint, the Privacy Office will:

- a. Document the complaint in the Complaint Log.
- b. Document the date, time and name of the complainant.
- c. Investigate the complaint.
- d. Document the resolution of the complaint in the Complaint Log.
- e. Communicate the outcome of the complaint with the individual filing the complaint.

3. The Privacy Office will communicate the number of complaints and resolutions to the EVMS Medical Group Compliance Officer.