**Privacy Complaint Log Instructions**

The Privacy Complaint log should be filled out whenever the organization receives a complaint about PHI privacy, regardless of whether the investigation determines that all actions were lawful or not. The list below describes how to fill out the log. Please see the *Patient Privacy Complaint Log* Excel template for a working log template to implement these instructions.

1. The “Date received” is when the organization receives the complaint form. Ensure that all complaints are in writing for record keeping purposes.
2. The “Patient info” section should give enough information to identify the patient. Name and Date of Birth may not be enough. Remember this is PHI, which will need to remain confidential. Protect this log like any other form of PHI.
3. The “Basis of complaint” section should describe the type of complaint. This may include improper uses or disclosures; a complaint about a patient’s right to access, amend, or restrict their information not being upheld; the notice of privacy practices not being provided to the patient; or another complaint. If it falls under the “other” category, please explain the complaint.
4. The “Investigation” category should include if an investigation was done and when it was completed.
5. If the person filing the complaint is referred to another department, please specify this in the “Referral to dept.” section.
6. Specify who is notified of the outcome in the “Who was notified?” or “Notified Personnel” category.
7. Once the outcome of the investigation is determined, describe the actions you will take to mitigate future risk of this kind, as well as options provided to the patient if patient information was used or disclosed incorrectly.

**PRIVACY COMPLAINT LOG**

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| --- | --- | --- | --- | --- | --- | --- |
| Date received | Patient info. | Basis of complaint | Investigation | Referral to dept. | Who was notified? | Mitigation/ Remedial action |
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