

RESIDENT'S RIGHT TO FILE A COMPLAINT REGARDING VIOLATIONS OF FEDERAL AND STATE PRIVACY AND SECURITY LAW AND POLICIES AND PROCEDURES REGULATING THE USE AND DISCLOSURE OF THEIR PROTECTED HEALTH INFORMATION.

POLICY

Lasata Senior Living Campus shall have a process available to residents and others who wish to file a complaint regarding any alleged or perceived violation of HIPAA, related state law provisions and/or Lasata Senior Living Campus' Hipaa Policy and Procedure Manual. Lasata Senior Living Campus will also cooperate with the investigation of any complaint filed with the Secretary of Health and Human Services.

Lasata Senior Living Campus will not retaliate against residents or others that participate in the complaint process, including all family members and staff. Disciplinary action will be taken against any staff member who retaliates against residents or participants involved in the complaint process or who violates any of Lasata Senior Living Campus' policies and procedures related to protected health information.

Lasata Senior Living Campus will act to identify and minimize the harmful consequences resulting from a violation of HIPAA, state law and the Lasata Senior Living Campus Policy and Procedural Manual.

PROCEDURE

INSTRUCTIONS FOR FILING A COMPLAINT

- Information regarding this complaint process shall be included in the Privacy Notice.
- Residents or others who wish to file a complaint alleging a violation of their or another resident's privacy rights or other violation of HIPAA regulations, state law and/or Lasata Senior Living Campus' Hipaa Policy and Procedure Manual may submit a written complaint to the Privacy Officer at Lasata Senior Living Campus, W76 N677 Wauwatosa Road, Cedarburg, WI 53012. A form titled PRIVACY/VIOLATION COMPLAINT FORM is available at Lasata Senior Living Campus'

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Reception Desk for convenience. In the alternative, a complainant may schedule an appointment to meet with the Privacy Officer in person to submit a privacy complaint in which event the Privacy Officer will prepare a written complaint on the PRIVACY/VIOLATION COMPLAINT FORM based on oral statements made by the complainant. The Privacy Officer and the complainant will both sign the PRIVACY/VIOLATION COMPLAINT FORM after both are satisfied that the complaint is accurately and completely stated on the form. A copy of the completed PRIVACY/VIOLATION COMPLAINT FORM will be provided to the complainant.

- Complainants seeking to file a complaint shall also be informed that they may, in lieu of or addition to filing a complaint with the Privacy Officer, file a complaint with the Secretary of Health and Human Services, U.S. Department of Health & Human Services, 200 Independence Avenue, S.W., Washington, D.C. 20201.
- The PRIVACY/VIOLATION COMPLAINT FORM shall contain the notice that complainants may file a complaint with the Secretary of Health and Human Services, U.S. Department of Health & Human Services, 200 Independence Avenue, S.W., Washington, D.C. 20201.
- Lasata Senior Living Campus staff will date stamp all written complaints upon filing.
- The Privacy Officer or person designated by the Privacy Officer will conduct any investigation necessary to understand and respond to the complaint, including discussion of the complaint with the complainant or others identified in the complaint.
- Interpreters shall be provided for the complainant as needed during the complaint process.
- Complainants may have a representative of their choice represent their interests during the complaint process.
- The Privacy Officer shall provide a written response within 30 days of receipt of the complaint. If the Privacy Officer is unable to complete their investigation and prepare a written response within 30 days, the Privacy Officer will provide the complainant with a status update, in writing, regarding their complaint and an estimate of when a written response will be provided.

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- All documentation related to complaints, including complaints and responses to complaints, will be maintained for six years.
- Any employee of Lasata Senior Living Campus who intimidates or retaliates against complainants or their families, friends or other persons involved in a complaint will be subject to disciplinary action, up to and including termination.
- If a violation is found, the Privacy Officer shall act to minimize the harmful consequences resulting from the violation.
- If a violation is found that may result in liability on the part of Lasata Senior Living Campus, the Privacy Officer shall report the incident to the Corporation Counsel.