

	<b>Ethics &amp; Compliance Department</b>	
	<b>Policy No.: 67</b>	<b>Created:</b> 01/2018
		<b>Reviewed:</b> 09/2024
	<b>Revised:</b>	

## **HIPAA: PATIENT PRIVACY COMPLAINTS**

### **SCOPE:**

All Envision Healthcare teammates. For purposes of this policy, all references to “teammate” or “teammates” include temporary, part-time and full-time employees, independent contractors, clinicians, officers and directors.

### **PURPOSE:**

Envision Healthcare Operating, Inc. and its subsidiaries and affiliates (“Envision” or “the Company”) has adopted this Patient Privacy Complaints policy to identify the Company teammates’ responsibility with regard to patient complaints about a violation of privacy.

### **POLICY:**

Any patient complaints regarding violations of the patient’s right to privacy will be taken seriously and acted upon immediately. Complaints will be reported to their supervisor or directly to the Privacy Official. If reported to the supervisor, he/she will report the violation to the Privacy Official who will initiate the documentation and investigation process.

### **POLICY REVIEW**

The Ethics & Compliance Department will review and update this Policy, when necessary, in the normal course of its review of the Company’s Ethics & Compliance Program.