

TherapyAppointment.com

External Policies and Procedures

Privacy Complaint Procedure

Whether you are a customer and or a client of a provider, you have certain rights under the Office of Civil Rights. You have the right to access your information from your provider, and you have the right to register a complaint with TherapyAppointment if you feel that your rights or information have been infringed upon in any way.

- If you are a **provider** and feel that your account or a patient account has been breached or have concerns about the security and/or privacy of your account or a patient account, please write to us immediately. It is part of your shared responsibility with us to contact us as soon as you suspect that your information has been compromised.
- If you are a **patient** and you have concerns about the security and/or privacy of your information, please contact your provider immediately. You can also submit a complaint to TherapyAppointment directly.

Submitting a Complaint to TherapyAppointment

Privacy complaints to TherapyAppointment must:

- Be submitted in writing.
- Name the subject of the complaint and describe the acts or omissions believed to be in violation of the HIPAA Privacy Rule.

To submit a HIPAA privacy complaint to TherapyAppointment, please use one of the following methods:

Address:

Psych Select LLC
96 Chestnut Ridge Rd
Mills River, NC 28759

Email:

support@therapyappointment.com

Filing a Privacy Complaint with HHS

Complaints may be filed directly with the Secretary of HHS. Such complaints must be in writing, identify the Business Associate or Covered Entity, and must describe the violation. The address of the Secretary of HHS is located in the copy of the Notice of Practices (NPP) made available to you by your provider or may be obtained by contacting customer support at support@therapyappointment.com.

All privacy complaints must be filed within 180 days of when the complainant knew that the act, omission, or incident occurred. The 180-day filing period may be extended if the complainant can show “good cause”.

TherapyAppointment Investigation and Reporting

We will respond to all written privacy complaints within 2 business days to acknowledge receipt and either resolve or notify that further action is needed. If needed, investigation will begin upon confirmation that further action is needed. Investigation of security and privacy complaints is conducted by our Security and Software teams.

You will be kept informed of those investigations based upon the information you provide for us. There may be times that, for legal reasons, we cannot give specifics of the investigation.

All claims, investigations, and resolutions will be documented by the TherapyAppointment Privacy Officer. If a policy or regulatory violation is found, the Privacy Officer will consult with the compliance and executive teams, as appropriate, to determine whether patient, OCR, or media notification is required. Violations that meet the definition of breach under HIPAA/HITECH will be reported to OCR, as required.

A final written response will be provided to the individual filing the complaint within sixty (60) days of receiving such complaint. In some cases, an additional extension of up to sixty (60) days may be necessary to complete the investigation.

Version Control Log

Approved	Susan Whitehead	Effective	10/31/2018
Last Review	1/14/2020	Review by (Date)	10/31/2021
Reviewed By	Susan Whitehead	Serina Isch	
Revision History			
10/31/2018	Formalized initial procedures		
1/14/2020	<ul style="list-style-type: none">● Add details regarding how to submit a privacy complaint.● Clarify procedures for internal investigation and response timeline.● Add section headers for organization.		