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|  FILING INTERNAL COMPLAINTS / REPORTING VIOLATIONS  | NO.  |
| It is the policy of American Health Enterprises, Inc. (AHE) and its affiliated entities that employees, residents, and agents are expected to report activity they reasonably believe is in violation of the HIPAA privacy provisions. Reports should be made verbally or in writing (on a standardized incident report form) and can be made to the Complaint Officer, designated as the facility administrator, or by contacting the administration at American Health Enterprises, Inc., 501 6th Avenue W, Lyndon, IL 61261 or by calling 815.778.3683. Individuals reporting a suspected violation do not have to follow the chain of command; the above reporting methods are considered acceptable. The complaint must be filed within 180 days of the incident. A thorough and impartial investigation will be conducted by the Complaint Officer, an AHE representative, and a response will be filed and necessary corrections implemented within 30 days from the receipt of the complaint. The complainant will be notified of the results. Staff training will include proper procedures for filing and responding to complaints.Reports of privacy violations by employees, residents and agents may be made without fear of retaliation. Reasonable precautions are taken to protect the anonymity of those filing a complaint, as well as the individual who is the subject of the complaint.  |
| Approved: | Effective Date: | Revision Date:3/17 | Change No.: | Page: 1 of 1 |