

HEALTH INFORMATION PRIVACY POLICIES & PROCEDURES

- **Discipline and Mitigation** — Our dental office will develop, document, disseminate, and implement appropriate discipline policies for staff members who violate our Privacy Policies & Procedures, the Privacy Rules, or other applicable federal or state privacy law.

Staff members who violate our Privacy Policies & Procedures, the Privacy Rules or other applicable federal or state privacy law will be subject to disciplinary action, possibly up to and including termination of employment.

- b) **Complaints** — Our dental office will implement procedures for patients to complain about our compliance with our Privacy Policies & Procedures or the Privacy Rules. We will also implement procedures to investigate and resolve such complaints.

The **Complaint** form can be used by the patient to lodge the complaint. Each complaint received must be referred to management immediately for investigation and resolution. We will not retaliate against any patient or workforce member who files a **Complaint** in good faith.

- c) **Data Safeguards** — Our dental office will “add to” and strengthen these Privacy Policies & Procedures with such additional data security policies and procedures as are needed to have reasonable and appropriate administrative, technical, and physical safeguards in place to ensure the integrity and confidentiality of the PHI we maintain.

Our dental office will take reasonable steps to limit incidental uses and disclosures of PHI made according to an otherwise permitted or required use or disclosure.

- d) **Documentation and Record Retention** — Our dental office will maintain in written or electronic form all documentation required by the Privacy Rules for six years from the date of creation or when the document was last in effect, whichever is greater.

- e) **Privacy Policies & Procedures** — Only {name of Dentist} may change these Privacy Policies & Procedures.

12. State Law Compliance

Our dental office will comply with the privacy laws of each state that has jurisdiction over our practice, or its actions involving protected health information (PHI), that provide greater protections or rights to patients than the Privacy Rules.