

# Complaints about Privacy Practices

(Patient Handout)

If you have complaints about our policies and procedures with respect to the privacy of your health information you can contact Dr. Bach-Kim Nguyen in person, here at our office, or by any of the following methods:

Phone: **925-934-4313/943-7202**

Written: **Walnut Creek Optometry Group  
1844 San Miguel Drive, Suite 312  
Walnut Creek, CA 94596  
Fax: 925-943-1907**

Upon receipt of your complaint we will handle it as follows:  
**(Your practices method of investigating and handling complaints.)**

You may complain to the Secretary of the Department of Health and Human Services (DHHS) if you believe that we are not complying with the standards, requirements and implementation specifications of the HIPAA Privacy Rule. Complaints must be made as follows:

The complaint must be filed in writing, either on paper or electronically to:  
The U.S. Department of Health and Human Services  
200 Independence Avenue, S. W  
Washington, D. C. 20201  
HHS.Mail@hhs.gov

The complaint must name the practice that is the subject of the complaint and describe the acts or omissions believed to be in violation.

The complaint must be filed within 180 days of when you knew that the act or omission occurred.

We will not intimidate, threaten, coerce, discriminate against or take other retaliatory action against anyone for:

Filing a complaint with us.

Filing a complaint with the Secretary of DHHS.

Testifying or participating in an investigation, compliance review, proceeding or hearing in regards to compliance with the HIPAA Privacy Rule.

Opposing any act or practice that is unlawful under the HIPAA Privacy Rule.

We will do whatever is necessary to mitigate, to the extent practicable, any harmful effect that is known to us of a use or disclosure of your health information in violation of either of the following:

Our Privacy Policies and Procedures.

Requirements made of us by the HIPAA Privacy Rule.