

Reporting Privacy Incidents

Joan is a staff member in a busy department that cares for a large number of patients each day. She learns of a situation in which a patient's confidential health information may have, unfortunately, been improperly disclosed. She is concerned but is not sure whether the disclosure is a HIPAA Privacy breach and requires reporting. What should Joan do?

Joan should report the incident to her supervisor or department manager and to the UConn Health Privacy Office *immediately*. All members of the UConn Health workforce have an obligation to report any privacy concern or potential breach at the time such concerns are identified or even suspected. Time is of the essence as appropriate action must be taken as soon as possible to reduce potential risk to a patient's Protected Health Information (PHI). Delayed reporting and response actually increase the risk to the PHI as information in the wrong hands may quickly be used improperly or further disclosed to others resulting in possible financial, reputational or other serious harm to the affected patient.

Privacy concerns may be reported by contacting the main Privacy Office number at 860-679-4180, via email at PrivacyOffice@uchc.edu or anonymously through **REPORTLINE** at 888-685-2637. All contact avenues are monitored frequently to ensure a prompt response to any report or request for assistance.