



## **Procedure for Filing Complaints About Privacy Practices**

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### **Hillsborough County Procedure for Filing Complaints About Privacy Practices**

#### **You May Make a Complaint Directly to Hillsborough County**

Hillsborough County is committed to protecting your personal health information under the HIPAA Privacy and Security Rules 45 C.F.R. §§ 164.103, 164.105.

You have the right to make a complaint directly to the HIPAA Privacy Officer of Hillsborough County concerning our compliance with any of our established HIPAA policies and procedures, uses or disclosures of your PHI, or about our compliance with HIPAA.

All complaints should be directed to our HIPAA Privacy Officer at the following address, phone number, or email:

Elizabeth Cardenas  
Hillsborough County HIPAA Privacy Officer  
601 E. Kennedy Blvd.  
24th Floor  
Tampa, FL 33601  
1-800- 466-5400  
[HIPAAPrivacyOfficer@hcflgov.net](mailto:HIPAAPrivacyOfficer@hcflgov.net)

#### **You May Also Make a Complaint to the Federal Government**

The Federal HHS Office for Civil Rights (“OCR”) enforces HIPAA. If you believe that we are not complying with the applicable requirements of HIPAA, you may file a complaint with OCR. Complaints to OCR must:

- Be filed in writing, either on paper or electronically, by mail, fax, or e-mail;
- Name the covered entity involved and describe the acts or omissions you believe violated the requirements of HIPAA; and
- Be filed within 180 days of when you knew that the act or omission complained of occurred, unless OCR extends the 180-day period for "good cause."

For more information, go to OCR’s website at: <http://www.hhs.gov/ocr/>.