

## Rochester RHIO Audit and Complaint Policy

The Rochester RHIO is dedicated to protecting patient privacy. The health information exchange software provides the ability to track each time a patient's health information is viewed, and the RHIO regularly audits usage of the health information exchange.

- **Patient Requested Audits:** Patients can request an audit of access to their own personal health information. Those requesting an audit for their child or legal ward will need to meet Rochester RHIO identity proofing standards and requirements before any information is released.

Once a request is received and approved, the Rochester RHIO responds with a report of access, including a detailed listing of each care provider who accessed patient information and the type of information viewed. Patients can request an audit annually at no charge by calling the RHIO at 877-865-RHIO, or by sending an email [info@grrhio.org](mailto:info@grrhio.org).

- **Emergency Access Audits:** New York State policy allows for healthcare professionals to access patient information in a *life-threatening* medical emergency, *where a patient is unable to give consent*. The RHIO audits all emergency uses in these situations to ensure policy requirements were met.
- **Periodic Compliance Audits:** The RHIO conducts audits of participating healthcare organizations to assure that participants comply with RHIO patient privacy and security policies. Each month, five healthcare organizations (such as hospitals, physician practices or nursing homes) are audited at random. The results of periodic compliance audits may be accessible upon request.
- **Compliments & Complaints:** Do you have feedback about your experience? We want to hear from you. We use your feedback to improve the way we provide our services, as well as to recognize staff.
- **To voice a compliment or concern,** please call the Rochester RHIO at 1-877-865-RHIO, or by sending an email to [info@grrhio.org](mailto:info@grrhio.org) to share a compliment or complaint online. We value your input regarding our services. The Rochester RHIO will review all comments and investigate all complaints. If you are not satisfied with Rochester RHIO's response to your concerns, you may contact the Rochester RHIO Privacy Officer.