



External Policies and Procedures

Privacy Complaint Procedure

Whether you are a customer and or a client of a provider, you have certain rights under the Office of Civil Rights. You have the right to access your information from your provider, and you have the right to register a complaint with Synergy eTherapy if you feel that your rights or information have been infringed upon in any way.

- If you are a **provider** and feel that your account or a patient account has been breached or have concerns about the security and/or privacy of your account or a patient account, please write to us immediately. You are obliged to report any breach of information to HHS; it is part of your shared responsibility with us to contact us as soon as you suspect that your information has been compromised. Synergy eTherapy can assist you with the reporting process at your request.
- If you are a **patient** and you have concerns about the security and/or privacy of your information, please contact your provider immediately. You can also file a complaint with Synergy eTherapy directly.

Privacy complaints to Synergy eTherapy must:

- Be submitted in writing.
- Name the subject of the complaint and describe the acts or omissions believed to be in violation of the HIPAA Privacy Rule.

To submit a HIPAA privacy complaint to Synergy eTherapy, please send to info@synergyetherapy.com.

We will respond to all written messages within 2 business days. Investigation, if needed, will begin upon verification that it is warranted within 30 days of receipt of the complaint and conducted by our Security team.

You will be kept informed of those investigations based upon the information you provide for us. There may be times that, for legal reasons, we cannot give specifics of the investigation.

All claims, investigations, and resolutions will be documented by the Synergy eTherapy Privacy Officer. If a policy or regulatory violation is found, the Privacy Officer will consult with the compliance and executive teams, as appropriate, to determine whether patient, OCR, or media notification is required. Violations that meet the definition of breach under HIPAA/HITECH will be reported to OCR, as required.

A written report of either the decision to not investigate or the findings of the investigation will be provided to the individual filing the complaint within sixty (60) days of receiving such complaint unless an extension is necessary to complete the investigation. Such extension may not exceed sixty (60) days.

Complaints may be filed directly with the Secretary of HHS. Such complaints must be in writing, identify the Business Associate or Covered Entity, and must describe the violation. The address of the Secretary of HHS is located in the copy of the Notice of Practices (NPP) made available to you by your provider or may be obtained by contacting customer support at info@synergytherapy.com.

All privacy complaints must be filed within 180 days of when the complainant knew that the act, omission, or incident occurred. The 180-day filing period may be extended if the complainant can show “good cause”.

Version Control Log

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