Reporting a Privacy Incident

Per Policy & Procedure 1302, Protected Health Information (PHI)/Personal Information (PI) Breach Notification, all employees are required to report any known or suspected privacy breaches to the Compliance Department upon discovery.

You must report a privacy incident by notifying your supervisor and any one of the following ways:

- Calling the Compliance Department at (916) 734-8808
- Sending an email to the Compliance Department at privacyprogram@ucdmc.ucdavis.edu
- Submitting an Incident Report via RL Solutions using the “Confidentiality/Healthcare Information” category (type “incident” in your browser address bar or log in via Citrix)
- Completing a UCDHS HIPAA Tracking of Disclosures Database entry

If you would like to anonymously report concerns regarding specific activities or practices you believe are privacy violations, you may call the UC Ethics Point Hotline at (877) 384-4272. If submitting a complaint this way, please provide as much detailed information as possible so we can adequately and appropriately investigate your concerns. This method of reporting should not be used to report incidents such as misdirected faxes or documents distributed to the wrong patient.

Privacy incidents should be reported to the Compliance Department as soon as they are discovered, even if you are unable to immediately obtain and relay all the facts. The Compliance Department is responsible for investigating each privacy incident, determining whether a privacy violation has occurred, and reporting the breach if required, pursuant to state or federal law. The Compliance Department must be notified of privacy incidents as soon as they are discovered to avoid delays in mandatory reporting, which may subject you and UCDHS to fines and penalties.

When reporting a privacy incident, be prepared to provide the following information:

- The date the incident occurred
- The date the incident was discovered
- How the incident occurred
- How the incident was discovered
- The name(s) of the patient(s) whose information was disclosed
- The name(s) of the recipient(s) of the disclosed information
- The specific information disclosed (if possible and applicable, please provide a copy of the document)
- Actions taken to mitigate harm
- The name(s) of the individual(s) responsible for the disclosure
- The department contact for follow-up questions

If the incident involves a stolen or lost device containing patient information, such as a laptop, you must also report the matter to the Information Technology (IT) Department by calling (916) 734-4357. If the device was stolen, you must report the incident to UCDHS Campus Police by calling 916-734-2555.

For additional information regarding reporting privacy incidents, see Policy & Procedure 1302, Protected Health Information (PHI)/Personal Information (PI) Breach Notification.