

Compliance Today – September 2019

Patient complaint monitoring

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In this issue, we will discuss monitoring patient complaints related to compliance issues, an area that is frequently overlooked by compliance professionals. A patient can voice a concern related to many different compliance-related topics. For instance, a patient may voice a concern related to a potential privacy violation that a healthcare employee inappropriately disclosed their protected patient health information (PHI) to an unauthorized individual. A patient may be complaining about the bill they received for services they say were never provided. Patients may also report a complaint related to fraud, waste, or abuse.

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