

Bueckers, Robyn (HHS/OCR)

From: OCR Mail
Sent: Wednesday, May 23, 2012 11:22 AM
To: OS OCRMail, Reg7 (HHS/OS)
Subject: FW: Complaint!

The attached HIPAA email is forwarded from HQ for review and processing by your office.

From: (b)(6);(b)(7)(C)
Sent: Monday, May 21, 2012 11:48 AM
To: OS OCR Complaint (HHS/OS)
Subject: Complaint!

1. (b)(6);(b)(7)(C)
- 2.
- 3.
- 4.

5. Planned Parenthood
1000 E Army Post Road
Des Moines, IA 50315

6. I went into Planned Parenthood around 2 weeks ago and was diagnosed with an STD. Planned Parenthood has my current address.

A few days ago the woman I lived with over 3 months ago texted me stating there was a note taped to her apartment door

from Planned Parenthood stating my test results. For anyone to see. I don't understand, first of all, why they would send

my results to an address I never even gave them and not to the current address I did give them. And also why my VERY

personal information is there for anyone to see, including my old landlord and anyone else who decided to walk by her

apartment that day. I'm going through major emotional turmoil over this as it is, this just adds to it.

7. I have the letter that was taped to the door. You can clearly see where the tape was at.

8. (b)(6);(b)(7)(C) May 21,2012

RECEIVED
MAY 23 2012
HHS/Office for Civil Rights
Region VII



DEPARTMENT OF HEALTH & HUMAN SERVICES

Office of the Secretary

Voice - (816) 426-7277, (800) 368-1019
TDD - (816) 426-7065, (800) 537-7697
Fax - (816) 426-3686
<http://www.hhs.gov/ocr>

Office for Civil Rights, Region VII
601 East 12th Street, Room 353
Kansas City, MO 64106

MAY 24 2012

(b)(6);(b)(7)(C)

Our Transaction number: 07-12-143462

Dear (b)(6);(b)(7)(C)

Thank you for your correspondence received on May 23, 2012 by the Department of Health and Human Services, Office for Civil Rights (OCR).

We are in the process of reviewing your correspondence to decide whether OCR has authority and is able to take action with respect to the matters you have raised. We will complete our initial review as quickly as possible.

If you have any questions, please contact:

Office for Civil Rights, Region VII
601 East 12th Street, Room 353
Kansas City, MO 64106

1-800-368-1019

When contacting this office, please remember to include the transaction number that we have given your file. That number is located in the upper left-hand corner of this letter.

Sincerely,

Frank Campbell
Regional Manager



DEPARTMENT OF HEALTH & HUMAN SERVICES

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TDD - (816) 426-7065, (800) 537-7697
(FAX) - (816) 426-3686
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Reg7.OCRMAIL@hhs.gov

OFFICE OF THE SECRETARY

Office for Civil Rights, Region VII
601 East 12th Street, Room 353
Kansas City, MO 64106-2817

May 28, 2012

(b)(6);(b)(7)(C)

Our Transaction number: 12-143462

Dear (b)(6);(b)(7)(C)

Thank you for your complaint received on May 23, 2012, by the Department of Health and Human Services (HHS), Office for Civil Rights (OCR). In your complaint you allege a violation of the Federal Standards for Privacy of Individually Identifiable Health Information and/or the Security Standards for the Protection of Electronic Protected Health Information (45 C.F.R. Parts 160 and 164, Subparts A, C, and E, the Privacy and Security Rules) by Planned Parenthood, located in Des Moines, IA (PP).

Specifically, you allege that PP sent your test results to an incorrect address that you previously resided at, and posted the test results on the door for anyone to view. You further allege that you never provided PP with your previous address; however, you have provided PP with your current address.

OCR is responsible for enforcing a Federal law that protects the privacy of health information and a variety of Federal civil rights laws that prohibit discrimination. Specifically, OCR has jurisdiction over programs and entities that receive Federal financial assistance from HHS in cases involving discrimination based on race, color, national origin, age, disability, and, under certain circumstances, sex and religion. Additionally, OCR has jurisdiction over health and human service programs operated by HHS or by state and local public entities in cases involving disability-based discrimination. OCR also has jurisdiction over health plans, health care clearinghouses, and certain health care providers with respect to enforcement of the Federal Standards for Privacy of Individually Identifiable Health Information and/or the Security Standards for the Protection of Electronic Protected Health Information (45 C.F.R. Parts 160 and 164, Subparts A, C, and E, the Privacy and Security Rules).

In order to investigate your complaint we need additional information. Please provide to OCR the following:

- 1) Provide an executed consent form.

- 2) Names and contact information of any witnesses (address, phone number, e-mail address, etc.).
- 3) Any evidence that substantiates your allegations.

Please return the requested information to this office within 20 days of the date of this letter. We need this information to continue processing your complaint. If we do not receive this information within 20 days of the date of this letter we will close your file.

If you have questions, please write us or contact Ashtan N. Mitchell, Equal Opportunity Specialist, at (816) 426-6369 (Voice), (816) 426-7065 (TDD). When contacting this office, please remember to include the identification number that we have given your file. That number is located in the upper left-hand corner of this letter.

Sincerely,



Ashtan N. Mitchell,
Equal Opportunity Specialist

Enclosure