



2009/03/30 – Problems opening the HIPAA Complaint Form on the Internet

PROBLEM:

From: FitzGerald, Patricia (HHS/OCR)
Sent: Tuesday, March 24, 2009 8:54 AM
To: Correa, Fernando (HHS/OCR)
Cc: Zelmanow, Jeffrey (HHS/OCR); Dillard, Dorothy (HHS/OCR); Brockett, Sharon (HHS/OCR)
Subject: FW: Fixing the Complaint Process
Importance: High

Fernando,

I'm passing these web issues regarding the use of the electronic complaint form along to you to look into. Although Jeff says that OCRMail@hhs.gov is not operational, I do not think that is the case. We get mail everyday in that mailbox and when I tested the link on the website the mail went through to the appropriate mailbox. I don't see an issue with the OCRMail mailbox.

Pat

RECOMMENDATION:

Recreate the PDF document using one software tool (Adobe LifeCycle recommended). Lisa is working with the PSC's Linda Sneed to get this done as quickly as possible.

TESTING THE HEALTH INFORMATION PRIVACY COMPLAINT FORM:

<http://www.hhs.gov/ocr/privacy/hipaa/complaints/howtofileahealthinformationprivacycomplaintpkg.pdf>

- I deleted all files | cookies via IE's Tools | Internet Options | General
- Attempted to open the PDF package online using the link on the <http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html> page, it appeared that the download hangs and eventually I get an error message:
"There was an error processing a page. A file I/O error has occurred".
- Experienced the problem intermittently on multiple computers.

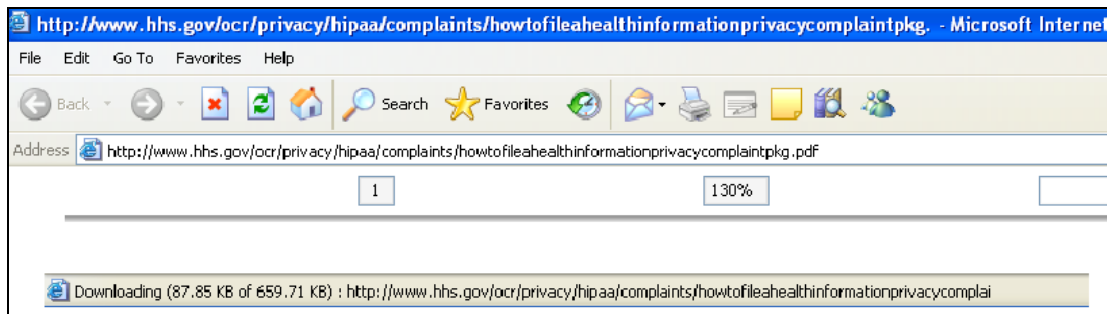


Figure 1 - Attempting to download PDF form

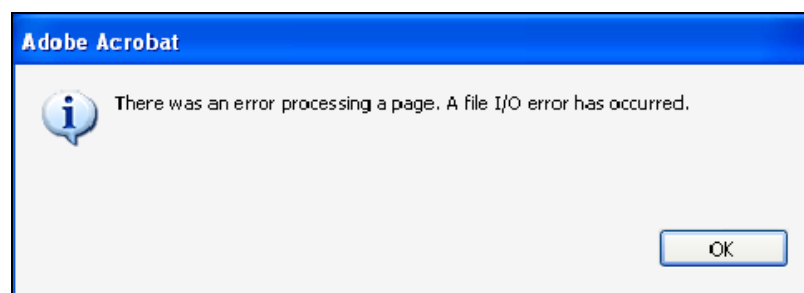


Figure 2 - Error, There was an error processing a page. A file I/O error has occurred



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FINDINGS:

- The initial PDF document (form) was created using Adobe LiveCycle Designer 8.0

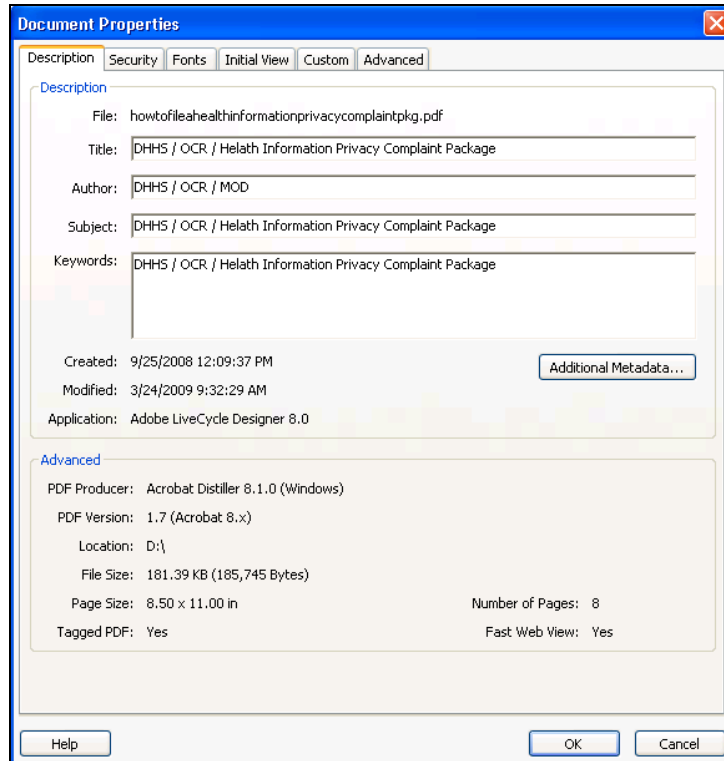


Figure 3 - Document Properties



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- When attempting to edit the document using Adobe LiveCycle, there are indications that the document was edited in Adobe Acrobat Professional. It is possible that by using Adobe Acrobat Pro to edit the file could have corrupted the original file which could cause the web server to have problems making the file available for downloading.

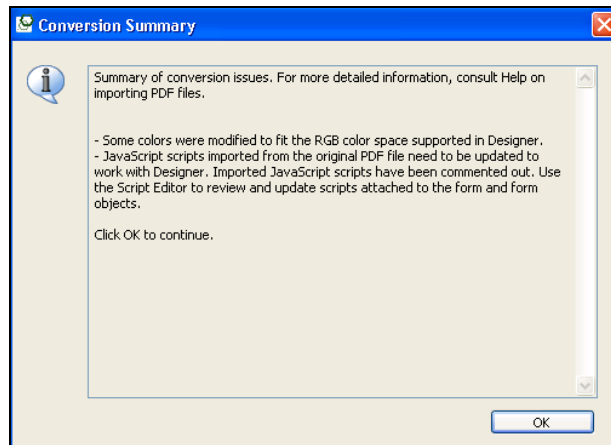


Figure 4 - LiveCycle Conversion Summary

- Editing the file in Adobe LiveCycle seems to backup the statement that LiveCycle and Acrobat were used to edit the file.

Figure 5 - PDF Document Edited in LiveCycle