



University of Connecticut Health Center

POLICY NUMBER 2003-15
April 15, 2004

POLICY: PATIENT RIGHT TO REQUEST CONFIDENTIAL COMMUNICATIONS (PRIVACY & SECURITY OF PROTECTED HEALTH INFORMATION (PHI))

PURPOSE:

To allow patients to request to receive communications of protected health information from UCHC by alternative means or at alternative locations.

SCOPE:

Applies to all patients of University of Connecticut Health Center.

POLICY STATEMENT:

1. Patients may request to receive correspondence (including billing statements) at an address other than their home address.
2. Patients may request to receive telephone calls at a number other than their home number.
3. UCHC staff may not require an explanation for the patient's request.
4. If patient so requests, one alternate location and/or telephone number will be added to the Registration database.
5. Patient will be notified by employee entering alternate information that address and/or telephone number will be used for ALL communications between UCHC and patient.
6. Alternate address and/or telephone number will remain in place until changed by patient.
 - a. Only patient or legal representative may change these restrictions
 1. Changes must be made in writing to Registration
 2. Proof of legal representation must be supplied with request
7. Only those staff having access to IDX Registration or Scheduling updates may enter the patient's request into IDX. For staff receiving requests from patients that do not have this access, the patient shall be referred to the Dept. of Patient Access/Registration for entry into IDX. All areas not using, or not interfaced to, IDX registration database must implement procedures to assure compliance with this policy.

Reference: §164.522 (b) Health Insurance Portability and Accountability Act of 1996

Iris Mauriello (signed)

5/3/04

Privacy Officer

Date

Chris Dugger (signed)

5/7/04

Chief Operating Officer

Date

Pamela Carlson (signed)

5/4/04

Associate Vice President for Patient Financial Services

Date

Peter Deckers, MD (signed)

5/10/04

Executive Vice President for Health Affairs

Date

Replaces: POLICY APRIL 14, 2003