



# University of Connecticut Health Center

**POLICY NUMBER 2003-24**

**March 20, 2009**

**POLICY: TELEPHONE/VOICEMAIL/ANSWERING MACHINE DISCLOSURE OF PHI  
(Privacy & Security of Protected Health Information (PHI))**

**PURPOSE:**

To safeguard protected health information when exchanged via telephone, voice-mail or answering machine.

**SCOPE:**

Applies to all University of Connecticut Health Center (UCHC) workforce:

- Employees (including faculty and staff)
- Volunteers
- Students and residents
- Temporary staff
- Agency and contracted staff
- Credentialed staff
- Members of the Board of Directors

**POLICY STATEMENT:**

- 1) UCHC is committed to safeguarding patient information that may be shared via telephone in order to fulfill its mission to patients and to operate in a manner consistent with applicable federal and state laws and regulations.
- 2) Staff may disclose PHI that is directly relevant to a person's involvement in a patient's care and except in circumstances where this disclosure can be reasonably inferred, staff will obtain the patient's agreement (See: UCHC Policy #2003-25 Use and Disclosure to Family and Friends)
- 3) If the patient is calling to obtain information about him/herself staff shall verify identity of person(s) on the phone using information available in the Registration system: e.g. last four digits of the social security number and date of birth. The verification requirements are met if UCHC relies on the exercise of professional judgment or acts on a good faith belief in making a disclosure.
- 4) Patient protected health information (PHI) shall not be left on voicemail/answering machines. Information left on answering machines/voicemail shall be generic in nature and not indicate services being performed or provider of such services.

5) The following points must also be followed when disclosing PHI on the phone, on voicemail or answering machine:

- a. divulge only information not requiring patient authorization
- b. divulge only the information minimally necessary to meet the purpose of the request
- c. provide for a confidential environment for telephone conversation
- d. develop scripts for routine telephone disclosure tasks.

6) Management staff is responsible to monitor their staff's compliance with this policy.

REFERENCE: §164.510(b); §164.520(b); Health Insurance Portability and Accountability Act  
UCHC Policy #2003-25 Use and Disclosure Involving Family and Friends

Iris Mauriello (signed)

4/02/09

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**Corporate Compliance Integrity/Privacy Officer**

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**Date**

Cato T. Laurencin (signed)

4/06/09

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**Vice President for Health Affairs**

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**Date**

Revised: 03/20/09

Replaces: Policy dated 3/28/05; 4/14/03

