

HIPAA “Quick” Reference Guide for Inpatient Units - 09/04/03

This guide is designed to be used as a “Quick Reference”. **Employees must also familiarize themselves with each applicable policy and procedures for their area and reference them if any questions arise.**

What do I do If?	Action Steps	Supporting Policies
Patient Requests		
1. An inpatient requests to view and/or obtain copies of their medical record	<p>A. The patient may view their current admission record if:</p> <ul style="list-style-type: none"> • the physician is notified and approves the viewing and • a written request is received from the patient or documentation is made in the patient’s progress notes. <p>B. A nurse, physician or HIM employee must be present.</p> <p>C. Nothing can be changed or removed by the patient</p> <p>D. Refer patient to HIM to process any requests for copies</p> <p>E. Note: Physicians and nurses, using professional judgment, may provide a patient with a copy of a portion of their records such as test results. In that event, documentation should be made in the progress notes regarding the patient’s request and records provided.</p> <p>F. If the patient is requesting someone else view or receive copies, an Authorization for Release of Information must be signed by the patient and placed in the patient’s chart.</p>	Administrative Guide 3.1.28 <i>Use and Disclosure of PHI and Medical Records Policy</i>
2. A patient requests to have their record changed	<p>A. Have patient fill out the <i>Request for Amendment of Health Information</i> Form completely.</p> <p>B. Call HIM at 686-6083 and fax the form to 686-5426.</p> <p>C. File the original request in the patient’s chart.</p>	Administrative Guide 3.1.32 <i>Request for Amendment of Health Information</i>
3. A patient requests an accounting of their disclosures (a report of entities who have received their PHI)	<p>A. Have patient fill out the <i>Request for an Accounting of Disclosures</i> Form completely.</p> <p>B. Call HIM at 686-6083 and fax the form to 686-5426.</p> <p>C. File the original request in the patient’s chart.</p>	Administrative Guide 3.1.26 <i>Accounting for Disclosures</i>
4. A patient requests to have some or all of their information omitted from the patient directory (no info patients)	<p>A. Have the patient fill out the <i>Request to be Excluded from the Directory</i> form.</p> <p>B. Call registration personnel at 686-6236 and fax them the form to 526-4282. Retain the original request form in the patient’s chart.</p> <p>C. Registration personnel will enter into HBOC.</p> <p>D. Communicate this information restriction on your unit by using High Risk System and other unit specific communication tools.</p>	Administrative Guide 3.1.20 <i>Release of Patient Directory Information</i>
5. A patient requests to have communications at an alternate address or by alternate means	<p>A. Have the patient fill out the <i>Request for Alternative Method of Communication</i> Form.</p> <p>B. This form is only to be used if the patient wants all communication to go to the alternate address/and or phone number.</p> <p>C. Inform the patient that the request requires administrative approval.</p> <p>D. Call registration personnel at 686-6236 and fax them the form at 526-4282. Registration staff will obtain administrative approval from their manager or designee. The floor will be notified of the outcome.</p> <p>E. If approved, registration personnel will enter the information in HBOC.</p>	Administrative Guide 3.1.18 <i>Request for Alternative Method of Communications</i> UAMS Medical Center <i>Request for Alternative Method of Communications</i> ###
6. A patient requests other restrictions on the use or disclosure of their information	<p>A. Have the patient fill out the <i>Patient Request to Restrict Use/Disclosure</i> Form.</p> <p>B. Seek assistance from your manager.</p>	Administrative Guide 3.1.34 <i>Patient Information Restriction Requests</i>

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Information requests		
1. The Media requests information	Refer the Media to Office of Communications and Marketing at 686-8990.	Administrative Guide 14.1.01 Media Relations
2. The Clergy requests a list of patients by religious affiliation	If clergy is non-UAMS Pastoral Care, refer them to Office of Pastoral Care at 686-5410. They are limited to a list of their denomination's patients, room number and one word statement of condition.	Administrative Guide 3.1.20 <i>Release of Patient Directory Information</i>
3. The general public requests information	<ol style="list-style-type: none"> 1. The person must ask for the patient by name. 2. Verify that the patient has not asked to have any or all of their information omitted from the directory. <ul style="list-style-type: none"> • If the patient is on your unit, refer to front of chart and check for High-Risk Blue Sheet and any other unit specific communication tools. • If the patient is not on your unit, call patient information at 686-6416. 3. If the patient has not asked to have any or all of their information excluded, you may provide only name, location, and one word statement of condition (if requested). Religious affiliation may be provided to a member of the clergy. 	Administrative Guide 3.1.20 <i>Release of Patient Directory Information</i>
4. Family/ friends involved in the patient's care ask for additional information	<ol style="list-style-type: none"> 1. If you are in the patient's room (or the patient is otherwise present), ask the patient's permission before providing the information. Provide only information directly relevant to the requestor's involvement in the patient's care. 2. If the patient is not present, check the patient's chart for a "Family and Friends Involved in your Care" form. . Is the requestor listed on the form? If so verify their identity and provide information directly relevant to their involvement in the patient's care. 3. If the requestor is not listed on the form, refer them to the designated person on the card for information regarding the patient. Note: if the requestor is not listed on the form, professional judgment may be used to obtain the patient's permission and then provide information directly relevant to the requestor's involvement in the patient's care. If the patient is not available, professional judgment may be used to make the disclosure if you determine it is in the patient's best interest and the patient has not otherwise restricted information to the requesting party. 	Administrative Guide 3.1.28 Use and Disclosure of PHI and Medical Records Policy
5. A UAMS employee or student requests information about the patient	<ol style="list-style-type: none"> 1. Determine the purpose of the request. It must be for treatment, payment or healthcare operations. 2. Verify the identify of the patient 3. Verify the requestor's identity if they are not known to you. <ul style="list-style-type: none"> • View their badge • Or if over the phone: <ol style="list-style-type: none"> A. If it is a provider, obtain their name and HBO billing number B. For others, obtain their name, department and phone number. 4. Provide the minimum necessary information to accomplish the purpose provided UAMS has not agreed to any related restrictions. Generally you may rely on UAMS nurses, physicians and other professionals who represent that they are requesting the minimum necessary information for the stated purpose. 	Administrative Guide 3.1.28 Use and Disclosure of PHI and Medical Records Policy Administrative Guide 3.1.25 Minimum Necessary Policy Administrative Guide 3.1.37 Verification of Identity Policy

What do I do If?	Action Steps	Supporting Policies
<p>6. A Non-UAMS Health Care Provider or Covered Entity requests information about the patient.</p>	<ol style="list-style-type: none"> 1. Determine the purpose of the request. If it is for treatment or payment activities related to the patient, you should: 2. Verify the identify of the patient by obtaining any 3 of the following patient items: <ul style="list-style-type: none"> • Full name • Date of Birth • Last 4 digits of SS number • One additional piece of information such as address, phone, acct number 3. Verify the identity of the requestor by asking for <ul style="list-style-type: none"> • Caller's name • Company name • Phone number <p>When in doubt, call back the phone number or have them fax a written request on company letterhead.</p> 4. Provide the minimum necessary information to accomplish the purpose provided UAMS has not agreed to any related restrictions. Generally you may rely on the provider or covered entity to request the minimum necessary information for the stated purpose. 5. Consult your supervisor if the request is for healthcare operations. 	<p>Administrative Guide 3.1.28 Use and Disclosure of PHI and Medical Records Policy</p> <p>Administrative Guide 3.1.25 Minimum Necessary Policy</p> <p>Administrative Guide 3.1.37 Verification of Identity Policy</p>
<p>I need to make a disclosure that is required or permitted by law, but is not a part of Treatment, Payment or Operations, and does not require patient authorization? For example, to ARORA, law enforcement, the Coroner or for Suspected Abuse & Neglect</p>	<ol style="list-style-type: none"> 1. Verify the identity of the patient. 2. Disclose only to the legal authorities authorized to receive the information. Verify the identity and authority of the person you are making the disclosure to. 3. Limit the PHI disclosed to the relevant requirements of the law and the minimum necessary required for the intended use or purpose of the information. Generally, you may rely on requests by public health and law enforcement agencies in determining the minimum necessary information. 4. Fill out a Disclosure Reporting Form and file it in the patient's medical record. This type of disclosure must be included in any patient's request for an Accounting of Disclosures. Call HIM at 686-6083 if you have any questions. 	<p>Administrative Guide 3.1.28 Use and Disclosure of PHI and Medical Records Policy – Sections 4 and 5.</p> <p>Administrative Guide 3.1.25 Minimum Necessary Policy</p> <p>Administrative Guide 3.1.26 Accounting for Disclosures</p>
<p>I need to fax something</p>	<ol style="list-style-type: none"> 1. Use the official fax coversheet 2. Confirm the recipient's fax number 3. Confirm delivery of the fax 	<p>Administrative Guide 3.1.19 Faxing Policy for Protected Health Information or Other Confidential Information</p>
<p>I need to have a patient or their family paged overhead</p>	<ol style="list-style-type: none"> 1. Only request the page if unable to locate the patient by other means and if it is urgent. Obtain managerial approval. 2. Use only the minimum amount of information. For example Mr. John Jones, please come to 6C. 3. Do not request overhead pages on "no info" patients. 	