

**UAMS Medical Center Workflow to Support
Notice of Privacy Practices
Policy 3.1.21 in the UAMS Administrative Guide
05-28-03**

Provision of Notice of Privacy Practices – UAMS is required to:

- Provide the notice no later than the date of the first service delivery after the compliance date of April 14. This also applies to “service” via email or the telephone.
- Make a good faith effort to obtain a written acknowledgement. If not obtained, document efforts and the reason why the acknowledgement was not obtained.
- Retain the written acknowledgment of receipt or documentation of our good faith efforts to obtain written acknowledgement.

General Workflow for Providing the Notice of Privacy Practices and Obtaining Written Acknowledgment for Inpatients and Hospital-based Clinic Patients

Note: This is the most common workflow. It may vary according to specific situations/work areas

If the Patient is Present

1. When arriving, admitting, or registering the patient, check the “Privacy Notice” field in HBO/OSCAR. This is a required field. The patient **has already** received the Notice if one of the following flags is present:
 - NP (Notice Provided) **or**
 - NM (Notice Mailed)It is not necessary to give the patient another copy of the Notice or make any additional documentation in the system if the NP or NM flag is present.
2. The patient **has not** received the Notice if the Privacy Notice field is **blank** or if it contains
 - IT (Indirect Treatment) **or**
 - MR (Mail Requested), **or**
 - PB (Business Office Only) **or**
 - US (Urgent Situation)
3. In those instances, since the patient has not received the Notice, give them a copy.
4. Ask them to sign the “Acknowledgment of Receipt of Privacy Notice” Form. If they do not sign, document the reason in the “Staff Use Only” section of the form. Send the Acknowledgment Form for scanning in EPF under the HIPAA document type.
5. Select NP (Notice Provided) in HBO/OSCAR. If the Privacy Notice field was blank, today’s date will default in. If a flag was already present, it will be necessary to change the date if the flag is changed.
6. The NP (Notice Provided) Flag cannot be changed after it has been selected and registration is completed.

If the Patient is Not Present

When performing CPIU update functions and the patient is not present, for example when changing a patient’s address or phone number, do the following if the Privacy Notice field is **blank**:

- Select MR (Mail Requested) to begin the process to mail the Notice to the patient unless otherwise instructed by your supervisor. If there is a bad address flag, correct the bad address first.
- Select IT (Indirect Treatment) only if directed by your supervisor.
- Select PB (Business Office) only if directed by your supervisor.

Documentation in OSCAR/HBOC Medipac Systems – Supplemental Information

- A. There are 5 flags for use in the Privacy Notice Field. You will typically use the NP and MR flags.
1. NP - Notice provided – will be selected to indicate the Notice was provided in person or via email. It is the most common flag you will use.
 2. MR - Mail requested – will be used when a notice needs to be mailed. This will trigger HBOC to automatically begin the steps to mail the notice to the patient. The system will generate the mailer and change the flag to “Notice Mailed”.
 3. NM - Notice mailed – You should **not** manually select the “Notice Mailed” flag. HBOC sets this flag. However, you will frequently see this flag in the system, and it tells you that a Notice has been mailed to the patient.
 4. IT - Indirect Treatment – You should not use this flag unless directed by your supervisor. It will be used in cases where UAMS is acting as an indirect treatment provider such as the laboratory processing mail-in specimens.
 5. PB - Business Office Only – You should not use this flag unless directed by your supervisor. It will have very limited use by the business offices.
 6. US - Urgent Situation – You should not use this flag unless directed by your supervisor. It will be used in limited circumstances where the patient is present but unable to receive the Notice and sign the acknowledgment. For example, a critically ill patient in the ED who is admitted to the hospital. Admissions will monitor that patient’s situation and continue to try and get the acknowledgment signed.
- B. The Privacy Notice field will be optional in the appointment system. Individual service areas will determine whether the “Mail Requested” flag should be activated when appointments are made according to the optimal workflow for their area.
- C. The NP (Notice Provided) flag cannot be changed in the system. The other flags can be changed as appropriate.
- D. There are not plans to use the Notes/Privacy Notation fields at this time.

Draft Sample Script when Providing a Copy of the Notice

Employee: Here is a copy of our Notice of Privacy Practices that we are giving to all of our patients. It describes your rights to the confidentiality of your health information. The law requires that we provide a copy to you, and we need you to sign this Acknowledgment that you received it. (Hand the Notice and the acknowledgment to the patient)

Draft script for Possible Responses by the Patient

Patient: But I haven’t had a chance to read it. What if I don’t agree with what it says?

Employee: You are just signing that you received it. If you could go ahead and sign, and then take your time reading through it. Feel free to ask me about anything in it that you do not understand.

Patient: I don’t sign anything I haven’t read.

Employee: That is not a problem

Patient: Why are you giving me this notice anyway? I’ve never gotten it when I came here before.

Employee: Giving you a copy is a requirement of the new federal privacy law.

