

**UAMS Medical Center Workflow to Support
Release of Patient Directory Information
Policy 3.1.20 in the UAMS Administrative Guide.
05-28-03**

Patient Directory Requirements:

1. Patient directory information is limited to:
 - Patient name
 - Location in our facility
 - One word statement of condition, such as good, fair, serious, critical. (The patient care team provides this information.)
 - Religious preference (only available to clergy)
2. Patients can "opt out" of the entire directory or have any of the above items omitted.
3. If the patient has not "opted out", the above information can be provided to members of the clergy or to people who ask for the patient by name such as visitors, florists, etc. (Clergy don't have to ask for the patient by name.)

Outpatient Clinic Workflow

1. The following statement about the directory will be included with appointment reminders and other printed materials provided to the patient as appropriate: **Patient Directory - UAMS maintains a list in the computer system of current patients and their scheduled clinic. This information may be provided to callers and/or visitors who may need to locate you. If you do not want to be in this directory, please call the clinic.** Similar information may also be included in area signage.
2. The patient will be included in the directory unless they tell us not to include them. They will have to make this request. The directory is visit specific so a request will need to be made for each visit. For clinic purposes, directory information is limited to patient name and location.
3. Patients who are present and wish to be omitted from the directory will fill out a **Request to be Excluded from the Patient Directory** form that will be scanned into EPF in the "HIPAA Patient Directory" document type. If the patient is not present, the registration person taking the information will fill out the form. The staff will need to clearly outline for the patient the consequences of this request, i.e. that we will not be able to provide their clinic to family and friends trying to locate them.
4. Documentation will be maintained in OSCAR in the "Info Release Indicator" field in PATU regarding the patient's directory status. The "Info Release Indicator field" is **usually empty**. It should only have something entered if the patient has asked to be excluded from the directory. In that case, the registration person will add the **N** (no info) flag in the "Info Release Indicator" field in OSCAR to indicate that "no information" is to be given out on the patient. The 'N' flag will prevent the patient from displaying on the Patient Information Screen.
5. When a visitor asks for a clinic patient's location, you must use the **Patient Information Screen in OSCAR** to assist them. Only today's visits will display. If the patient is listed, you may provide their location if it displays. If the patient is not listed, go to the PATI (patient inquiry) Screen in OSCAR for that visit. Check the info release indicator field. If it is empty, you may release their location. If a flag is present, you may not release their location. Tell the requestor, "I'm sorry, I don't show them in our system. They may not be a patient here or may have chosen to not be listed in our directory." When questions arise, be sure and request assistance from your supervisor.
6. The OSCAR Patient Information Screen **only displays outpatients**. You can call the Patient Information Desk at 686-6416 and obtain information to assist the visitor if the patient is an inpatient. Information Desk Staff in the outpatient buildings may also use the **HBOC INFO** (Information Desk Inquiry) screen to assist these visitors since both inpatient and outpatients display on this screen. Note: it is not necessary to check the patient directory before providing directions to visitors who ask where a specific clinic or doctor's office is.

Inpatient Workflow

1. Patients will be offered the opportunity to “opt out” of the patient directory at registration.
2. The patient will be included in the directory unless they tell us not to include them. The directory is visit specific so a request will need to be made for each admission.
3. Patients who are present and wish to omit some or all of their information from the directory will fill out a **Request to be Excluded from the Patient Directory** form that will be scanned into EPF in the " HIPAA Patient Directory" document type. If the patient is not present, the registration person taking the information will fill out the form.
4. If UAMS (instead of the patient) elects to make a patient "no info", the admission's staff will be notified and the form will be filled out by the requestor.
5. Registration Staff will select the appropriate flag in the **“Info Release Indicator** field in HBOC when registering a patient who has “opted out” of the directory.
 - N - No Info (to be used if the patient “opts out of the entire directory – no name, no location, no condition, no religious preference)
 - L - No Loc (to be used if the patient wants only their location omitted from the directory)
 - C -No Condition (to be used if the patient does not want their condition released)
 - D -No Loc/Cond (to be used if the patient does not want their condition or location released)
6. Patients who request their religion to be omitted will have their denomination entered as “none”.
7. Admissions will stamp the Patient Information sheet to indicate when a patient has been admitted to the hospital and requested to have any or all of their information omitted from the directory, and they will call the unit.
8. Provision of Inpatient Information from the Patient Directory:
 - A. Clergy requests for a list of patients by denomination will be handled by the Office of Pastoral Care.
 - B. The nursing units will continue to respond to requests for condition except for those made by the media. The patient care team will make sure that the patient has not opted out of the directory before they provide that information.
 - C. Requests from the media will be referred to the UAMS Office of Communications and Marketing, (501) 686-8149 or (501) 395-5989 in accordance with Policy A.2.01 – Media Relations and Release of Information. After hours calls will be referred to the Assistant Director of Nursing via the Hospital Operator (501) 686-7000.

In general except for the above instances:

- A. The floors can continue to manage patient information requests on their unit by sharing “opt out” information in report and referring to the “Blue Sheet”. (Programming is also taking place so that these requests display on the patient care summary sheet generated by ECHART)
- B. All other requests for patient directory information **must** be provided via the **HBO INFO (Information Desk Inquiry)** screen or by calling the Patient Information Desk at 686-6416. Note: the HBO INFO screen can be utilized to locate both inpatient and outpatients.
- C. If the patient displays on the INFO (Information Desk Inquiry) screen, you may provide their location if it displays and refer requests for condition to the nursing unit.
- D. If the patient is not listed, and the requestor indicates they are an outpatient, seek assistance from your supervisor. The patient may not be displaying because their appointment was scheduled several weeks ago, or they may not be a patient here, or they may have asked to be excluded from the directory. .
- E. If, the patient is an inpatient or in the Emergency Room, and does not display, they may have asked to be excluded from the directory, or they may not be a patient here. Tell the requestor, “I’m sorry, I don’t show them in our system. They may not be a patient here or may have chosen to not be listed in our directory.”
- F. When questions arise, assistance from a supervisor should be sought.