

**UAMS Medical Center Workflow to Support
Request for Alternative Method of Communications of Protected Health Information
Policy 3.1.18 in the UAMS Administrative Guide.
04-06-03**

1. If the patient asks to be contacted at an address and phone other than their home phone and address (*Adr1 on the Person Information I Screen*), the information should be entered in the temporary address and phone field. This will be the only phone and address UAMS Medical Center will use for communications.
2. Patients requesting these alternate communications will be required to fill out the *Alternative method of Communications Request Form*. (See attached.) The request must be approved by the clinic or department manager or their designee. The completed form will be scanned into the EPF in the “HIPAA “ document type.
3. The information will be maintained in HBO and OSCAR in the following manner:

Adr1 and 2 on the Person Information I screen will be for the patient’s regular home/mailing address.

- A. If the patient requests their mail (appointment reminders, bills, etc.) go to an address other than their home address, the Temp. address fields should be used. The “effective and thru” dates must be completed and mail will route to that address until such time the thru date has passed. **A complete address must be entered.**
- B. A comment must be made in CPI regarding the Temp. address field that includes:
 - *Patient has requested use of Temp Adr. Requests for Alternative Communication Form sent to EPF. and*
 - the initials/ location and phone number of the staff member processing the request.
- C. A flag will display on the Adr1 screen to alert users that information is in the Temp. address field. The flag will say, “*Must use Temp. info*”.
- D. If the **patient is the guarantor**, hospital/physician bills and appointment reminders will go to the address in the Temp. fields if the effective and thru dates are current.
- F. If the guarantor is someone **other than the patient**, the hospital/physician bills will go to the address listed in the guarantor’s CPI address field. Alternate mailing requests regarding the bill cannot be honored in those instances since they would impact the guarantor’s CPI. However, the appointment reminders can go to the alternate address.
- G. If information is in the Temp. address field, it will “pull to the label”. An asterisk on the left side of the street/P.O. Box address line will indicate that it is from the Temp. address field.

- H. If the patient is requesting that their regular address be used for mail but that they be called at an alternative phone number, that phone number should be entered into the Temp. address field. The patient's information *in Adr1 on Person Information I Screen* must then be retyped into the temporary address field. Complete, valid information must be entered.
4. The Temp. Address fields should only be used if the patient wants all written and/or oral communications to go to that location. It **can not** be visit specific. If the effective dates are current, all correspondence will be directed to the temp. address if the patient is the guarantor. If the patient is not the guarantor, all information except for billing info will be sent to the Temp. address.
 5. Employees communicating with patients must take care to use any current information present in the Temp. fields for those communications. Supervisory approval must be obtained prior to using any information outside of the Temp. fields to contact the patient. The CPI comments may be checked for additional clarification.