**PROTECTING PATIENT PRIVACY**

**Guidelines for Verbal Communication of Patient Information**

Follow the guidelines below when making telephone calls, leaving voicemails, or having discussions involving patient information.

<table>
<thead>
<tr>
<th>Telephone Calls and Voicemails</th>
<th>In-person Conversations</th>
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<tbody>
<tr>
<td>• Be aware of your voice level when discussing patient information on the phone – can others hear you who don't have a need to know?</td>
<td>• Be aware of your voice level – if possible, find a private place to talk.</td>
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<tr>
<td>• Limit the information you leave on patients' voicemail – only leave your name and call-back number unless the patient has asked for a detailed message.</td>
<td>• If you are in or near a public area or other place where you can be overheard, speak quietly and avoid using patient names or other information that could be used to identify a specific patient.</td>
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<tr>
<td>• When a patient calls – know who you are talking to. If the patient is not known to you, ask the caller for at least two identifiers in addition to their name (e.g. DOB, last 4 of their SSN) and compare to the same information noted in the patient record.</td>
<td>• Unless you are speaking with the patient or another provider for treatment purposes, limit the amount of patient information to the minimum necessary.</td>
</tr>
</tbody>
</table>

**Relevant Policies**

- **2003–25: Uses and Disclosures of PHI Involving Family, Friends, and Others**
- **2003–20 Verification of Individuals Requesting Protected Health Information**
- **2003–21 Minimum Necessary Protected Health Information**

**Questions or Concerns**

If you have questions, need guidance or have a privacy concern, please **contact us** at:

privacyoffice@uchc.edu

or

860.679.7226

[HEALTH.UCONN.EDU/HEALTHCARE-COMPLIANCE-PRIVACY/](http://health.uconn.edu/healthcare-compliance-privacy/)