

# UConn HEALTH

**POLICY NUMBER 2003-15**

**October 8, 2013**

**POLICY:** **PATIENT RIGHT TO REQUEST CONFIDENTIAL COMMUNICATIONS (PRIVACY & SECURITY OF PROTECTED HEALTH INFORMATION (PHI))**

**PURPOSE:** To allow patients to request to receive communications of protected health information from UConn Health by alternative means or at alternative locations.

**SCOPE:** Applies to all patients at UConn Health.

**POLICY STATEMENT:**

1. Patients may request to receive correspondence (including billing statements) at an address other than their home address.
2. Patients may request to receive telephone calls at a number other than their home number.
3. UConn Health staff may not require an explanation for the patient's request.
4. If patient so requests, one alternate location and/or telephone number will be added to the Registration database.
5. Patient will be notified by employee entering alternate information that address and/or telephone number will be used for ALL communications between UConn Health and patient.
6. Only patient or legal representative with proof of legal representation may change the patient's contact information.
7. Only those staff having access to IDX Registration or Scheduling updates may enter the patient's request into IDX. For staff receiving requests from patients that do not have this access, the patient shall be referred to the Dept. of Patient Access/Registration for entry into IDX. All areas not using or not interfaced to IDX registration database must implement procedures to assure compliance with this policy.

Reference: §164.522 (b) Health Insurance Portability and Accountability Act of 1996

Elizabeth Bolt (Signed)

10/28/13

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**Elizabeth Bolt**  
**Interim Chief Operating Officer, UMG**

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**Date**

Pamela Carlson (Signed)

10/30/13

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**Pamela Carlson**  
**Associate Vice President for Patient Financial Services**

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**Date**

Iris Mauriello (Signed)

10/28/13

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**Iris Mauriello**  
**Compliance Integrity/Privacy Officer**

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**Date**

Frank M. Torti (Signed)

11/4/13

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**Frank M. Torti, M.D., M.P.H.**  
**Executive Vice President for Health Affairs**

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**Date**

**New Policy: 4/14/03**

**Revised: 4/15/04, 04/09/09**

**Reviewed w/o changes: 10/8/13**