



Administrative Policy

2003-15 Patient Right to Request Alternative Methods of Communication

Title	Patient Right to Request Alternative Methods of Communication
Policy Owner and Contact Information	Office of Healthcare Compliance and Privacy privacyoffice@uchc.edu
Campus Applicability	UConn Health
Applies to	All UConn Health Workforce members responding to an individual's request to use alternative methods of communication of their Protected Health Information (PHI) pursuant to 45 C.F.R. 164.522(b).
Effective Date	6/2/21

PURPOSE:

To comply with certain provisions of the Health Insurance Portability and Accountability Act of 1996 and the associated regulations (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH) regarding patient requests to receive communications of PHI by alternative means or at alternative locations.

POLICY STATEMENT:

UConn Health accommodates individuals' reasonable requests to receive communications of their PHI by alternative means or at alternative locations to the extent required by law.

Individuals making such requests must provide an alternative address or method of contact and, if applicable, information as to how payment will be handled.

UConn Health may not require an explanation from the individual regarding their request.

DEFINITIONS:

[Privacy Definitions](#)

PROCEDURES/FORMS:

[Procedures for 2003-15 Patient Right to Request Alternative Methods of Communications](#)

[HCH1397: Permission to Communicate Health Information and Use Alternative Communication Methods](#)

REFERENCES:

45 C.F.R §164.522(b) (HIPAA Privacy Rule)

ENFORCEMENT:

Violations of this policy or associated procedures may result in appropriate disciplinary measures in accordance with University By-Laws, General Rules of Conduct for All University Employees, applicable collective bargaining agreements, the University of Connecticut Student Code, other applicable University Policies, or as outlined in any procedures document related to this policy.

APPROVAL:

Andrew Agwunobi (Signed)
UConn Health Chief Executive Officer

6/2/2021

Kiki Nissen (Signed)
Administrative Policy Committee Vice-Chair

6/2/2021

Janel Simpson (Signed)
Administrative Policy Committee Chair

6/2/2021

POLICY HISTORY:

New Policy Approved: 4/14/03
Reviewed Without Changes: 10/8/13
Revised: 4/15/04, 4/9/09, 6/2/21