

UCONN HEALTH
JOHN DEMPSEY HOSPITAL
ADMINISTRATIVE MANUAL

SECTION: PATIENT CARE

NUMBER: 08-118

SUBJECT:

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COMMUNICATION WITH FAMILY AND FRIENDS –
OUTPATIENT HOSPITAL AND ALL UMG AMBULATORY CARE SETTINGS

PURPOSE: To define the process for obtaining a patient's permission to share PHI with Family and/or Others.

POLICY: For patients visiting a University Medical Group Practice location or UConn John Dempsey Hospital outpatient facilities, a "Permission to Communicate with Family and/or Others Involved in Your Care" (HCH 1397) form must be completed by all patients or the authorized decision-maker for the type of care being provided. *Special attention must be given to assure appropriate communication is made related to those services where a minor child can make decisions for their own care.*

EXCEPTIONS:

1. In Outpatient Procedure Based locations (i.e. Operating Room, Same Day Surgery, Procedure Center, Interventional Radiology, Cardiac Catheterization Lab and the Emergency Department), the patient may verbally identify family members/friends that staff may communicate with regarding their treatment specific to the encounter.
2. Outpatient Psychiatry will follow unit level procedures for all such disclosures of PHI.

PROCEDURE:

1. The form "Permission to Communicate with Family and/or Others Involved in Your Care" (HCH 1397) is completed upon initial visit.
2. Information from the form HCH 1397 is entered to GE Registration (IDX) System immediately by the front desk staff prior to arriving the patient for the visit.
3. The signed HCH 1397 form is scanned and/or filed in the medical record after entering the information in the GE Registration System.
4. The Patient Access staff will update permission to communicate field in GE Registration (IDX) annually. IDX may also be updated by front desk staff with changes as the patient requests.
5. Staff must check the "Permission to Communicate" section of GE (IDX) for verification of persons authorized to receive PHI prior to disclosing any information.

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Reference:

UConn Health Policy [2003-25 “Use and Disclosure Involving Family and Friends”](#)
(Privacy and Security of Protected Health Information (PHI))

UConn Health Policy [2012-05 “Legal Representative for Health Care Decisions”](#)

APPROVAL:

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NEW POLICY: 4/12/16
ISSUED: 4/12/16
REVIEWED:
REVISED: