

**UNIVERSITY OF KANSAS
WATKINS HEALTH SERVICES
ADMINISTRATION**

NUMBER: AD- 317	ISSUE DATE: 3/2003
TITLE: Patient Right to Request Alternative Confidential Communication	REVISED: 1/17/07; 1/14/15
TITLE OF OWNER: Director	APPROVED: Director

PURPOSE:

To facilitate patient's right to request to RECEIVE confidential communication of Protected Health Information (PHI) by alternative means or at an alternative location.

POLICY:

Watkins Health Services (WHS) is required by law to protect the privacy of information related to a patient's personal health, treatment and payment. Therefore, all PHI will be communicated to the patient in accordance with state and federal privacy laws and as requested by the patient when feasible.

Routine methods of confidential communication with patients include:

- Written communications in a sealed envelope
- Telephone communications
- Fax communications
- Secure messaging via the Patient Portal

Note: Use of text messaging or unencrypted email is to be avoided due to the unsecure nature of these methods. However, such means may be used for **non-confidential** communications, e.g. appointment reminders, notice that a prescription is ready, or to inform student there is a Secure Message waiting in the Patient Portal.

Patients of WHS may submit a written request to receive confidential communications by an alternative means or to receive such communications at an alternative location by completing AD-317-1 Patient Request for Alternative Method or Location of Communication. This may be submitted at any time.

1. Review of the Request: The request will be reviewed by the WHS Privacy Officer or another member of Administration who will consult with the appropriate parties in order to determine the feasibility of the request.
2. Acceptability of a Request: WHS must accommodate all reasonable requests. The determination of whether a request is "reasonable" must be based solely on the administrative difficulty of accommodating the request.
3. If the request is accepted, it is essential that appropriate staff be notified and that processes are modified to ensure this request is followed.
4. The patient must be notified and the appropriate WHS staff must be informed of the communication so that the request can be honored.
5. Denying a request: WHS may deny a request that is not found to be reasonable or is not clearly specified. The patient must be notified in writing.

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Documentation – WHS must:

1. Retain documentation of the titles of the persons/offices responsible for receiving and processing requests.
2. Retain documentation of patient's request and subsequent decision.
3. If request is granted, document in the Designated Record Set so that granted request can be consistently honored.

REFERENCES:

This document is on file with the KU Policy Library.