PURPOSE:
To facilitate patient’s right to request to RECEIVE confidential communication of PHI by alternative means or at alternative location.

POLICY:
WMHC is required by law to protect the privacy of information related to a patient’s personal health, treatment and payment. Therefore, all confidential information will be communicated to the patient in accordance with state and federal privacy laws.

Routine methods of confidential communication with patients include:
1. Written communications.
2. Telephone communications
3. Email communications

If a patient requests an alternative means of receiving confidential communications:
1. Patient must submit a written request for alternative confidential communication (see: Request Form for Alternative Confidential Communications) at the time of registration, at the time of the visit or at any time during the course of the treatment.
2. The written request will be reviewed by the WMHC Privacy Officer who will consult with the appropriate parties in order to determine the feasibility of the request. NOTE: WMHC 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. Granting a request: The patient must be notified appropriate staff must be informed of the communication so that the request can be honored.
4. Denying a request. Student Health Services may deny a request that is not found to be reasonable or is not clearly identified. The patient must be notified in writing.

Documentation: WMHC/SHS 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 the DRS so that granted request can be consistently honored.