

**UNIVERSITY OF KANSAS  
WATKINS HEALTH SERVICES  
ADMINISTRATION**

NUMBER: <b>AD-322</b>	ISSUE DATE: <b>02/2003</b>
TITLE: <b>Verification of Identity of Individual Requesting Services</b>	REVISED: <b>8/1/2016</b>
TITLE OF OWNER: <b>Director</b>	APPROVED: <b>Director</b>

**PURPOSE:**

To ensure that Watkins Health Services (WHS) provides services to individuals including access to or copies of protected health information (PHI) who are entitled to receive same.

**POLICY:**

When face-to-face with a person requesting services, staff must confirm the identity of this person as well as the eligibility of this person to receive the services in question. This is especially necessary in cases where the WHS staff member is not familiar with the person. The following guidelines apply for various scenarios:

1. **Patient:** KU ID photo stored within the information system, or government-issued photo ID (e.g. driver's license or passport); and verify date of birth.
2. **Personal Representative:** Government-issued photo ID and copy of documentation supporting this person's legal authority. If no formal documentation is present, use of professional judgment to determine appropriate relationship is permissible.
3. **Public Officials:** Verification of identity by presentation of an agency identification badge, official credentials or other proof of government status. Also a written request on appropriate government letterhead is acceptable. Authority may be verified by a written statement of the legal authority under which the information is requested.
4. **Imminent Threat to Safety:** Verification is not required if the disclosure is made to a person who is reasonably able to prevent or lessen the threat, e.g. to KU Public Safety.
5. **Person involved in patient's care:** Authority to receive PHI verified by written communication from patient allowing the person to receive PHI about the patient. Written communication will be posted in the medical record. Verify identify by way of a government-issued photo ID.

**REFERENCES:**

**This document is on file with the KU Policy Library.**