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Revised Date: 5/31/13  
Review Date: 6/13/13

## **North Sound Mental Health Administration**

### **Section 2500 – Privacy: Right to Confidential Communication**

Authorizing Source: RCW 70.02 45; CFR 165 (HIPAA)

Cancels:

See Also:

Providers must have own “HIPAA & WAC compliant policy”

Responsible Staff: Privacy Officer

Approved by: Executive Director

Signature:

Date: 7/17/2013

## **POLICY #2517.00**

### **SUBJECT: RIGHT TO CONFIDENTIAL COMMUNICATION**

#### **PURPOSE**

The North Sound Mental Health Administration (NSMHA), in compliance with the Privacy Rules of Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification provisions, sets out in this policy the conditions for accommodating a client’s request for confidential communications.

#### **POLICY**

NSMHA will consider a client’s request for confidential communications upon request for same.

We will use a “Request for Confidential Communication of Protected Health Information (PHI)” form to document the alternative information and the approval. It will be our policy to grant reasonable requests. Reasonableness will be judged by the administrative difficulty of complying with the request.

We will not ask the client to explain why he or she wishes to have us communicate with them by alternative means or to alternative locations.

We will not comply with the client’s request unless he or she has provided us with complete information to enable us to communicate with them – i.e., a complete address or other method of contact.

We will provide adequate notice of the request to those employees who may need to contact the client by flagging the record and, where possible, other client databases.

Documentation retention requirements include:

1. Policies and procedures for confidential communications of PHI
2. Other policies and procedures to review that are related to this policy
3. Privacy notice
4. Administrative requirements – documentation retention

#### **ATTACHMENTS**

2517.01 – Procedure 2517-A

2517.02 – Form 2517-A (manual and electronic)