

PROCEDURE 2517 A

1. The client's right to confidential communication will be explained in the Privacy Notice.
2. Each client will be asked at the time of their initial contact if they wish to exercise their right to confidential communication.
3. If confidential communication is requested, the request and approval should be noted on the client information. The following information will be included:
 - a. Is confidential communication being requested?
 - b. Is an alternative address to be used for communication?
 - c. Can postcards/letters identifying organization be sent to the alternative address?
 - d. If the address is not restricted can postcards or letters that identify the organization be sent there?
 - e. Is an alternative phone number to be used for communication?
 - f. Are there times of the day in which we are restricted from calling the client? If so, list those times.
 - g. Can we leave a message? Can the message list the name of agency/provider?
 - h. Can we leave a blind message with a phone number only?
4. Approval for a confidential communication can only be given if the client gives the organization adequate information to allow them to be contacted and makes adequate arrangements for services to be billed.
5. The following actions should be taken if a confidential communication has been requested and approved:
 - a. The outside of the record should be flagged with a sticker that states "Confidential Communication."
 - b. Electronic records should have a field that flags the record as one where the client has requested confidential communication.
 - c. Any other client database, for example, the billing database, should be flagged as well on the client contact screen and other appropriate screens.
6. Prior to contacting the client, all employees should check one of the above to see if a flag exists. Employees who do not have access to any of the above three sources of information should not be responsible for contacting clients.