



Vice President and Chief Executive Officer of the Medical Center

MEDICAL CENTER POLICY NO. 0150

A. SUBJECT: Requests for Restriction of Patient Information

B. EFFECTIVE DATE: April 1, 2013 (R)

C. POLICY:

1. The University of Virginia Medical Center shall make reasonable efforts to honor the request of a patient or his/her surrogate decision maker to restrict dissemination or disclosure of patient information in the following circumstances:
 - restricting the disclosure of health records
 - restricting disclosure of Medical Center billing and payment records
 - restricting disclosure of appointment notifications

Each of the above requests, and approval or denial of a request, shall be documented, and the patient informed of the decision in writing. Approval shall only be granted after evaluation as to the potential effect on patient treatment and the Medical Center's ability to implement the request.

The Medical Center may subsequently terminate an agreement to comply with a request to restrict dissemination or disclosure of patient information upon the patient's or surrogate decision maker's request or if, in the judgment of the Medical Center, the restriction is impacting patient treatment or the Medical Center is unable to implement the request. This termination shall likewise be documented and the patient notified in writing. Whether termination of restricted dissemination or disclosure is requested by the patient or the Medical Center, the only information subject to release is that created after the determination to terminate is made. The Corporate Compliance and Privacy Office shall be contacted whenever there is a recommendation to terminate an agreement to restrict patient information.

2. The Medical Center shall, upon a documented request by a patient or surrogate decision maker, withhold release of information to the patient's third party payor regarding a particular patient encounter provided the patient has prepaid in full for the services provided in that encounter.
3. The Medical Center shall accommodate documented reasonable requests by a patient or surrogate to receive communications at alternative address locations or alternative phone numbers for communicating treatment or billing correspondence (inpatients and outpatients).
4. The Medical Center, upon a documented request from a patient or surrogate, shall restrict the dissemination of the patient's name and care location from the inpatient hospital directory that is

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available to the general public, and/or the dissemination of the patient's name, care location, and religion from the inpatient hospital directory that is made available to members of the community clergy.

D. PROCEDURE:

1. Restricting the dissemination of the patient's name and care location from the inpatient hospital directory that is available to the general public upon request for information regarding a particular named patient:

Upon admission or during a current inpatient stay, a patient or surrogate decision maker may request that dissemination of the patient's name, care location, and other available information in the inpatient hospital directory be restricted during that stay. Such requests shall be directed to the Bed Coordination Center (434-243-9931). Complaints from members of the public regarding restricted patient information shall also be directed to the Bed Coordination Center. Requests to permanently restrict dissemination of patient name and care unit information to members of the general public shall be made to Admitting (434-924-9231).

2. Requests to restrict dissemination of patient name, care unit and/or religion information to members of community clergy shall be made to the Admitting (434-924-9231).
3. Requesting use of alternative addresses/ locations or alternative phone number for communicating treatment or billing correspondence (inpatients and outpatients):

Patient or surrogate decision maker may request that healthcare or billing communications or correspondence be made to an alternative phone number or to an alternate address. Such requests shall be directed to Admitting (434-924-9231).

In emergency situations where a healthcare provider cannot reach a patient using the alternative information provided by the patient, staff shall contact Health Information Services (HIS) for other contact information.

Requests that alternative addresses or phone numbers be used shall be made in writing, dated and signed by the patient or surrogate decision maker, and the document scanned into the patient's electronic medical record.

4. Requests to withhold release of information to a patient's third party payor regarding a particular outpatient encounter, where the patient has pre-paid in full for services provided in that encounter, shall be directed to the registration staff of the clinic where the services are being provided.
5. Requests to withhold release of information to a patient's third party payor regarding a particular inpatient encounter, where the patient has pre-paid in full for services provided in that encounter, shall be directed to Health Information Services (434-924-5136).
6. Requests for restrictions other than as enumerated above shall be directed to the following departments:

- Restriction of disclosure of health records: Health Information Services (434-924-5136).

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- Restriction of disclosure of Medical Center billing and payment records: Patient Financial Services (434-924-5377 or 800-523-4398).
 - Restriction of appointment notifications via appointment reminder letters and appointment reminder telephone calls: Clinic scheduling staff.
7. Requests for restrictions of disclosure of physician billing and payment records should be directed to the University of Virginia University Physicians Group (434-970-2491).

SIGNATURE:



R. Edward Howell, CEO, UVA Medical Center



DATE:

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Approved September 1993

Revised May 1996, November 1999, March 2003, August 2003, June 2006, December 2009, March 2013

Approved by Interim Chief Technology and Health Information Officer

Approved by Medical Center Administration