

## Texas Tech University Health Sciences Center El Paso HIPAA Privacy Policy

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| <b>Policy : HPP 4.4 Using and Disclosing PHI</b>   | <b>Effective Date:</b> July 5, 2016       |
| <b>Guidelines for Release of Information by Telephone</b>                                  | <b>Last Revision Date:</b> March 15, 2022 |
| <b>References:</b> <a href="http://www.hhs.gov/ocr/hipaa">http://www.hhs.gov/ocr/hipaa</a> |   |

### **Policy Statement**

It is the policy of the Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) to secure the confidentiality of protected health information (PHI) released by telephone. This policy the minimum guidelines and procedures that individuals must follow when releasing PHI via telephone.

### **Scope**

This policy applies to all PHI maintained by TTUHSC El Paso.

### **Policy**

Generally, detailed PHI including, but not limited to, lab and x-ray results is NOT to be released over the telephone or left on answering machines even if disclosure is permitted or authorized due to our concern for the patient's privacy.

Departments may release selected portions of the patient's medical record directly to the patient or authorized individual as requested by the provider ([Ambulatory Care Policy 5.11 Release of Health Record Information](#)).

The patient must complete the Personal Representative Request, (PRR) identifying the individual(s) authorized by the patient to receive the patients PHI. See [HPP 7.4 Personal Representative Request](#).

**Clinic Staff: Limited** information pertaining to the patient's appointment date and time may be released by telephone after verification is made that the individual receiving the information is authorized by confirming authorized names on the patient's PRR and by receipt of at least one of the following from the authorized individual or patient:

- Individual's date of birth;
- Individual's social security number; or
- Individual's address number.

**Health Care Professionals and Other Providers: Detailed** PHI (see EP 5.11) *Release of Health Record Information*) may be disclosed over the telephone only after verification is made that the individual receiving the information is authorized by confirming authorized names on the patient's PRR, and by receipt of at least one of the following from the authorized individual or patient:

- Individuals date of birth;
- Individual's social security number; or
- Individual's address number.

PHI may NOT be left on answering machines even if disclosure is permitted or authorized by the individual.

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Knowledge of a violation or potential violation of this policy must be reported directly to the Institutional Privacy Officer or the employee Fraud and Misconduct Hotline at (866) 294-9352 or [www.ethicspoint.com](http://www.ethicspoint.com) under Texas Tech University System.

### **Frequency of Review**

This policy will be reviewed on each even-numbered year (ENY) by the Institutional Privacy Officer, and the HIPAA Privacy and Security Committee, but may be amended or terminated at any time.

Questions regarding this policy may be addressed to the Institutional Privacy Officer or the Institutional Compliance Officer.

**Review Date:** February 23, 2022

**Revision Date:** May 16, 2017, January 21, 2020, March 15, 2022