

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

<b>Policy: HPP 7.5</b>	<b>Effective Date:</b> July 6, 2016
<b>Confidential Communication Request</b>	<b>Last Revision Date:</b> November 15, 2022
<b>References:</b> <a href="http://www.hhs.gov/ocr/hipaa">http://www.hhs.gov/ocr/hipaa</a>	

### **Policy Statement**

Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) recognizes that individual rights are a critical aspect of maintaining quality care and service and is committed to allowing individuals to exercise rights under the HIPAA Privacy Rule, and other applicable federal or state and/or local laws and regulations. To support this commitment, TTUHSC El Paso will maintain and update as appropriate, written policies and procedures to provide guidance on employee and organizational responsibilities regarding the rights of patients to request to receive communications of Protected Health Information (PHI) by alternate means or at alternate locations.

### **Scope**

This policy applies to all health care clinical service areas owned and/or operated by TTUHSC El Paso.

### **Procedure**

1. The right to request confidential communications by alternative means or alternative locations must be outlined in the Notice of Privacy practices.
2. A patient must request communication by alternate means or at alternate locations in writing by using the TTUHSC El Paso [Confidential Communication Request](#) form (Attachment A English and Attachment B Spanish version). TTUHSC El Paso cannot require an explanation from the patient as to the basis for the request as a condition of considering or granting the request.
3. Reasonable requests include (but are not limited to) using alternate telephone numbers, alternate address, refraining from leaving messages on answering machines, and refraining from mailing information to the individual. Unreasonable requests are those that would be too difficult technologically or practically for TTUHSC El Paso to accommodate.
4. The TTUHSC El Paso Clinic receiving the request will provide the patient with a Confidential Communication Request form to complete. The completed form will be sent to the Institutional Privacy Officer (IPO) for review and approval/denial. The IPO will notify the patient and clinical department of the decision. If approved, the IPO will also notify other departments with an operational need-to-know of the change, e.g, the MPIP Business Office.
5. Any questions on this process should be directed to the Institutional Privacy Officer or the Office of Institutional Compliance.

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This policy and procedure will be documented and retained for 6 years from the date of its creation or when it was in effect, whichever is later.

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.

Attachment A: Confidential Communication Request (English)

Attachment B: Confidential Communication Request (Spanish)

**Review Date:** October 14, 2022

**Revision Date:** November 21, 2017, November 17, 2020, November 15, 2022