HIPAA Patient Request for Alternate Communication

REG12.60.17 Current Version

Authority: Chancellor

History: Effective: September 19, 2013 Revised: January 8, 2004; October 8, 2010; September 18, 2013 Transitioned from Interim to Permanent: July 17, 2014.

Related Policies:

Additional Resources: 45 CFR 164 Subpart E: Privacy of Individually Identifiable Health Information

"Modification to the HIPAA Privacy, Security, Enforcement, and Breach Notification Rules Under the Health Information Technology for Economic and Clinical Health Act and the Genetic Information Nondiscrimination Act; Other Modifications to the HIPAA Rules; Final Rule," 78 Federal Register 17 (25 January 2013), pp. 5566-5702.

ECU Healthcare Components

ECU HIPAA Privacy Forms

Contact Information: ECU HIPAA Privacy Office, 252-744-5200

1. Purpose

1.1. This regulation applies to East Carolina University's Health Care Components ("ECU's Health Care Components") that create or maintain Protected Health Information ("PHI"). The purpose of this regulation is to provide guidance on how to accommodate an individual's reasonable request to have his/her PHI that is created or maintained within an ECU Health Care Component communicated to an alternate location or by an

alternate means.

2. Regulation

2.1. ECU's Health Care Components must permit individuals to request and must accommodate reasonable requests by individuals to receive communications of PHI from a Component by an alternative means or at alternate locations.

2.2. ECU Health Care Components may require the individual to make a request for a confidential communication in writing by using a Request for Alternate Communication form.

2.3. ECU Health Care Components may condition the provision of a reasonable accommodation on:

2.3.1. When appropriate, information as to how payment, if any, will be handled; and

2.3.2. Specification of an alternative address or other method of contact.

2.4. ECU Health Care Components may not require an explanation from the individual as to the basis for the request as a condition of providing communications on a confidential basis.

3. Procedure

3.1. Designation. ECU Health Care Components must designate an individual or office that will be responsible for receiving a request for alternative communication, determining if a particular alternate communication request is reasonable, responding to an individual's request, and assuring that the coordination and documentation of an approved request is completed and implemented.

3.2. Coordination. ECU Health Care Components will ensure that they appropriately coordinate all systems that support or produce PHI to reflect any acceptance of alternate location and/or alternate means of communication.