

SUBJECT: HIPAA RIGHT TO CONFIDENTIAL COMMUNICATIONS

EFFECTIVE  
DATE: 04-01-05 (replaces 07-17-03)

APPROVED BY:

Reviewed (no changes): 11-06-07 04-20-10  
03-31-11 \_\_\_\_\_

Executive Director

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POLICY

It is the policy of McIntosh Trail Community Service Board to consider a consumer's request to receive communications of PHI by alternative means or alternative locations. It is the policy of McIntosh Trail CSB to grant reasonable requests. The request will be judged by the administrative difficulty of compliance. No explanation for the request is required. Adequate notice of the request will be given to those employees who may need to contact the consumer by flagging the clinical record and where possible, other consumer databases.

PROCEDURE

1. All requests for confidential communications will be reviewed and decided by the Privacy Officer or designee immediately upon receipt of a written request.
2. The organization may condition reasonable accommodation of the request on:
  - a. When appropriate, information as to how payment, if any, will be handled,  
and
  - b. Specification of an alternative address or other method of contact.
3. The outside of the clinical record will be flagged as one where the consumer has requested confidential communication. Any other consumer database should be flagged, if possible to do so. Employees who do not have access to any of the above sources of information should not be responsible for contacting consumers.