

Wood County Board of Developmental Disabilities

POLICY

Policy #: 01-ALL-ALL-0126 Subject: HIPAA (Consumer Request for Confidential Communications)
Effective Date: 04-01-03 Last Revision: 09-23-13
Person Responsible: HIPAA Privacy Officer
Approvals/Date: Brent Bauer 12/11/17 Date Board President, WCBDD 12/11/17 Date

The following definitions apply:

Personal Representative – A person who has authority under applicable law to make decisions related to health care on behalf of an adult or an emancipated minor, or the parent, guardian, or other person acting in loco parentis who is authorized under law to make health care decisions on behalf of an unemancipated minor, except where the minor is authorized by law to consent, on his/her own or via court approval, to a health care service, or where the parent, guardian or person acting in loco parentis has assented to an agreement of confidentiality between the WCBDD and the minor.

Protected Health Information or PHI – Individually identifiable information that is (i) transmitted by electronic media, (ii) Maintained in electronic media, or (iii) transmitted or maintained in any other form or medium. Records of individual's deceased for more than 50 years are not PHI. For the purposes of this manual, and the board's compliance program, PHI shall also include "Education Records" as defined by FERPA. This creates a consistent set of policies for both types of confidential information.

Individuals (or their parents) are entitled to request confidential communications, including for example, to not receive communications at their home address. These requests will be honored to the extent that they can be reasonably accommodated with our administrative systems.

1. Individuals, or their personal representative, may make a request for confidential communications in writing to the Privacy Officer.
2. When the Privacy Officer receives a request, the privacy officer may not ask the reason for the request. The Privacy Officer shall contact the individual making the request to obtain an alternate means of contacting them (e.g. cell phone, PO Box, etc.). The individual will be informed at that time of steps WCBDD will take to implement the request.
3. If existing systems are capable of administering the request, the Privacy Officer shall take necessary steps to implement the request, such as adjust phone numbers or addresses in computer files or mailing lists.
4. The Privacy Officer shall document the request, and disposition, in the individual's record.
5. When needed, the Privacy Officer will make recommendations to the Superintendent of improvements necessary in computer systems or administrative procedures in order to implement reasonable requests for confidential communications.