1.0 PURPOSE

The purpose of this policy is to ensure that the University of Mississippi Medical Center (UMMC) handles all requests for confidential communications in a manner compliant with the Health Insurance Portability and Accountability Act (HIPAA).

2.0 SCOPE

The UMMC Requests by Individuals for Confidential Communications of His/Her Protected Health Information (PHI) Policy applies to any UMMC employee responsible for fulfilling confidential communication requests of PHI.

3.0 STANDARDS

It is the policy of UMMC to allow individuals to request that UMMC communicate their PHI to them by an alternative means and/or at an alternative location. UMMC does require the request to be in written paper format and contain the following information:

- When applicable, an alternative means by which they would like to be contacted (i.e. phone rather than mail);
- When applicable, an alternative phone number that UMMC can use to communicate with them; and
- The requestor’s signature and date of request.

All requests will be handled on a case by case basis. Requests should be sent to the UMMC Office of Integrity and Compliance.

If the individual intends for UMMC to contact them by an alternative means, requests will automatically be denied if the individual fails to provide an alternative means of contact.
If the individual intends for UMMC to contact him/her at a different phone number, a new number must be provided on their request.

4.0 CONTACT INFORMATION

For questions about the UMMC Requests by Individuals for Confidential Communications of His/Her PHI Policy or for more information, call the Office of Integrity and Compliance at 815-3944.