



Individual's Access to Protected Health Information (PHI)

Policy # 3.4

Requests for Confidential Communications

Original Effective Date:

6/21/2016

Revised Date:

Purpose: ensure the right of an Individual to receive communications regarding their PHI in a means and location that the Individual feels is safe from unauthorized use or disclosure.

Policy: Travis County accommodates reasonable requests from Individuals to communicate PHI by an alternate means or to alternate locations.

Procedure:

General:

1. Individuals who wish to request confidential communications may do so orally or in writing by completing Form 5, Requests for Confidential Communications. When an oral request is made, such request is documented and placed in the Individual's record. When a written request is made, Covered Component workforce members may provide the Individual with assistance in completing the form.
2. All reasonable requests are accommodated, and workforce members acting on behalf of the Covered Component do not require an explanation from the Individual as to the basis for the request.
3. When appropriate, Covered Components may require that the Individual specify an alternate method of contact and provide information about how payment will be handled when granting the accommodation.

Special Procedure for Health Plans:

Health plans must accommodate an Individual's request for confidential communications if the Individual clearly states that the disclosure of all or part of his or her information could place the Individual in danger. The Covered Component may request or require a statement to that effect.