

Original Draft Date: January 13, 2003
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SUBJECT: Special Communication Requirements

HIPAA CITES: 45 C.F.R. §164.522(b)

DEPARTMENT: All Departments of Kewaunee County

POLICY NUMBER: 119

I. POLICY:

Kewaunee County is agreeable to accommodating any reasonable request by a patient to receive communications of his or her Protected Health Information from Kewaunee County by alternative means, subject to Policy #117, or at alternative locations.

II. PROCEDURES:

A. Requests to Receive Communications of Protected Health Information by Alternative Means or at Alternative Locations

Kewaunee County will accommodate any reasonable request by a patient to receive communications of Protected Health Information from Kewaunee County by alternative means or at alternative locations, provided that the conditions described in Section II.B are satisfied.

1. Kewaunee County may require that patient requests to receive communications of Protected Health Information by alternative means or at alternative locations be made in writing. Writing requirements are detailed in the Notice of Privacy Practices.
 - a. Any member of Kewaunee County staff who receives an oral request from a patient, shall refer the patient to the Departmental Privacy Officer.
 - b. When patients make a request, either formally or informally, the staff member receiving the request should document it in writing.
2. Patients may request to receive communications of Protected Health Information by alternative means or at alternative locations at the time of admission, visit, or at any time during the course of their care.
3. Kewaunee County must accommodate patient requests that are reasonable.

4. Kewaunee County may not require that patients provide a reason for their request.
5. Kewaunee County may not deny requests based on its perception of whether patients have a good reason for making the request. A patient's reason for making a request cannot be used to determine whether the request is reasonable.
6. Kewaunee County may deny patient requests if:
 - a. The patient does not specify an alternative address or other method of contact.
 - b. The patient does not provide information as to how payment, if applicable, will be handled.
7. If Kewaunee County grants a patient's request, the decision must be documented by maintaining a written or electronic record of the action taken.
8. If Kewaunee County grants a patient's request, it provides appropriate staff with the communication requirements and requires staff to adhere to them.