

RESIDENT'S RIGHT TO REQUEST CONFIDENTIAL COMMUNICATION OF THEIR PROTECTED HEALTH INFORMATION

POLICY

Lasata Senior Living Campus will allow residents to request to receive communications of **protected health information** from Lasata Senior Living Campus by alternative means and/or at alternative locations.

Lasata Senior Living Campus will accommodate all reasonable requests by residents to receive confidential communication of their protected health information by alternative means and/or at alternative locations.

PROCEDURE

INSTRUCTIONS FOR REQUESTS TO RECEIVE CONFIDENTIAL COMMUNICATION OF PROTECTED HEALTH INFORMATION

- The Lasata Senior Living Campus' Notice of Privacy shall advise residents of their right to request confidential communication of their protected health information by alternative means and/or at alternative communications.
- A request to receive confidential communication of protected health information must be made in writing. Residents may use the form titled REQUEST FOR CONFIDENTIAL COMMUNICATION which is available at the Lasata Senior Living Campus' Reception Desk and online at www.lasatacampus.com for this purpose.
- At time of admission, residents are asked to designate where they want their protected health information sent.

INSTRUCTIONS FOR PROCESSING REQUESTS FOR CONFIDENTIAL COMMUNICATION OF PROTECTED HEALTH INFORMATION

- Upon receipt of a written request for confidential communication, the request shall be date stamped and submitted to the Medical Records office for processing.

PATIENT RIGHTS

- The request for confidential communication will be approved or denied as soon as possible but not later than 2 business days after receipt.
- If the request is denied, the resident shall be notified in writing of the denial and the reasons for the denial.
- Lasata Senior Living Campus will not refuse a request for confidential communication because no explanation is provided by the resident as to the basis for the request.
- Lasata Senior Living Campus will refuse a request for confidential communication if no information regarding how payment will be handled is provided or if no alternative address or other method of contact with the resident is provided.
- If the Medical Records Office determines the request for confidential communication is reasonable, then it shall document in their system the means and/or location for providing protected health information to the resident and send a copy of the approved request for confidential communication to all Lasata Senior Living Campus' offices, including the business office and social services office, that will be forwarding protected health information to the resident along with a notice that they must document in their systems the means and/or location for providing protected health information to the resident.
- All Lasata Senior Living Campus' offices receiving notice from the Medical Records office of an approved request for confidential communication shall send confirmation to the Medical Records office that they received the notice and updated their system as needed to ensure the resident will receive their protected health information only by the means and/or at the location approved by the Medical Records office.
- Lasata Senior Living Campus will retain documentation related to Requests for Confidential Communication with the resident's medical records for as long as the resident resides at Lasata Senior Living Campus or for as long as the resident's protected health information is retained by Lasata Senior Living Campus, whichever is longer.