



# CORE: Processing of Protected Health Information Requests & Maintaining the HIPAA Privacy File

H-IM 05-002

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Facility Specific Addendum Attached - Review All of Policy and Addendum Pages  
(Check if State Specific and/or Facility Specific Policy Addendum is attached)

## PURPOSE

This policy establishes a standardized process for documenting the receipt, review, and disposition of requests for protected health information (PHI).

## POLICY

1. Kindred Healthcare will cooperate with all requests for medical records. Kindred Healthcare and HIPAA provides patients & requesters with the following rights:
  - a. The right to access,
  - b. The right to request an amendment,
  - c. The right to request a restriction in use or disclosure,
  - d. The right to request alternative communication means, or
  - e. The right to an accounting of disclosures of their protected health information that is contained in the designated record set.
2. Kindred Healthcare will maintain the request and our response in the ROI Online web-based application.
3. Kindred Healthcare will respond to all requests for a patient's health information within specified federal and state regulations.

## DEFINITIONS

1. H-IM 05-002 A CORE: No Records Statement: The No Records Statement will be completed and returned to the requester in the event the patient whose records are being requested was not seen at the facility.
2. H-IM 05-002 B CORE: No Records for Date Requested Statement: The No Records for Date Statement will be completed and returned to the requester in the event the patient whose records are being requested was not seen at the facility on the date or dates indicated in the request.
3. H-IM 05-002 C CORE: Certification of Medical Records: The Certification of Medical Records will be completed by the Records Custodian (Health Information Management representative) in the event a certified copy of a patient's medical record has been requested.
4. H-IM 05-002 D CORE: Release of Decedent Records: The Release of Decedent Records is a reference guide which compares state-specific regulations related to the released of decedent records (records of a deceased individual) to the federal regulations as outlined in the HIPAA Privacy and Security Rule. Facilities are instructed to follow HIPAA if a state does not have a prevailing statute.






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## PROCEDURE

1. Responding to Requests for PHI
  - a. Kindred Hospital employees should provide the appropriate request form
    - i. If the Kindred Healthcare request/authorization form is not used, the request form received must be reviewed by the HIM Department/Privacy Contact Designee to ensure the form is HIPAA-compliant.
      -  O-MR-001-0000 Release of Personal Health Information (PHI) English-Large Print (2 Pages)
      -  O-MR-003-0000 Release of Personal Health Information (PHI) English- Small Print (1 Page)
      -  O-MR-002-0000 Release of Personal Health Information (PHI) Spanish (2 Pages)
  - b. Upon receiving a completed request form, the request is logged into the ROI Online web-based application and the request document is scanned to the request.
  - c. The HIM Department will scan requested paper components to the request in ROI Online.
  - d. The Records Retention Department at the Support Center will upload requested electronic medical record (EMR) components to the request in ROI Online.
  - e. The HIM Department is responsible for releasing a request once all requested components have been uploaded to the request in ROI Online.
2. HIPAA Accounting of Disclosures
  - a. The ROI Online application acts as the Hospital's HIPAA Accounting of Disclosures log. Paper copies of the request do not need to be maintained if they have been scanned into the ROI Online application.
3. Release of Information Requests Entered into Meditech
  - a. Prior to March 2014, requests for protected health information were logged in the Meditech Release of Information desktop.
  - b. To access the Meditech Release of Information Desktop:
    - i. Open the Meditech application
    - ii. Select Medical Records Main Menu
    - iii. Select Release of Information Desktop

