

Privacy Quick Reference Guide

Disclaimer for Custodians: This is a sample only. It may not be suitable for your circumstances and should not be relied on as legal advice.

What do I do if...

1) An individual wants a copy of their health record?

- ▶ Provide them with our request form, located on our intranet site.
- ▶ If they have questions about the process, direct them to call our contact person at: _____ .

2) I have a question about who I can disclose personal health information to?

- ▶ See our disclosure of Personal Health Information (PHI) Policy, located in our policy binder and shared folder.
- ▶ If you still have questions after reviewing the policy, contact your manager or call our contact person at: _____ .

3) An individual wants to make a privacy complaint?

- ▶ Listen to their concern and provide them with the contact information for our contact person.

4) I suspect a breach of Personal Health Information (PHI) has occurred?

- ▶ Follow our breach reporting policy, available at: _____ .
- ▶ Complete the breach reporting form and submit it to our contact person ASAP.

5) An individual wants a correction made to their health record?

- ▶ Requests can be made in writing and submitted to our contact person.

6) An individual wants a list of everyone who looked at their Personal Health Information (PHI) in our computer systems?

- ▶ Ask the individual to fill out our request form and return it to our office. Direct any questions to our contact person.

7) I need more information about our privacy policies and practices?

- ▶ Review the privacy materials available on our website and our policies and training materials.
- ▶ Contact our contact person at: _____ .



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