QUESTION	ANSWER
How do I create an authorization?	In the patient file, under Consents, right mouse click, choose New Document, then choose the template "Authorization to Release Information". **(first tab) Page 1:** You will need to complete Page 1 sections "To be released to/from" and "Purpose for the Disclosure". **DO INCLUDE full <u>CORRECT</u> address, suite number, zip code, fax, and phone number on this tab (*as applicable to meet the need of Communication vs. Document release.)* If you do not have the full information, wait to create the authorization until you do. *(HIM cannot send any document anywhere to just a phone number or a City name.)* Also, be sure to list organization/relationship for referral source and family members.** **(second tab) Communication: IF you are going to be talking** to the person/facility listed on Page 1, click on the type of items that will be discussed as the patient allows. **(third tab) Documents: IF the patient needs us to send out paper documents t**o the person/facility listed on Page 1, click on the type of document that the patient allows us to release. **(fourth tab) Financial:** Is only for the <u>business office use</u> (for billing purposes) **(fifth tab) External:** Is typically only used by <u>nursing/medical</u> to RETRIEVE records from another center; NO VERBAL, no reciprocal exchange. **(sixth tab) Tracking:** Is only for <u>HIM</u> office use for internal tracking of when items are due for release AND to clear revoked authorization(s) off the daily release report that HIM uses. **THIS TAB IS NOT TO BE USED FOR REVOCATION!! To revoke, go to the "Consent List" found in Consents and revoke from there.** **(seventh tab) Referral Source:** Is only for the <u>marketing office</u> use (for trending). **NOTE: By creating this template, you have ONLY created a tool to print the authorization. The patient MUST sign the printed authorization for it to be valid. THIS TEMPLATE IS NOT A VALID AUTHORIZATION. To see if an authorization is valid, you must look at the "Consent List".**
How do I know if an authorization is VALID?	In the patient file, under Consents, click on **"Consent List".** Look for the person/facility you wish to share with. If you see their name, double click on the name. A grey box will appear, click on the button that says "View Document". The signed VALID authorization will pop up for your review. Be sure to READ the entire document. (Don't assume that just because a signed authorization popped up, that it's ok to proceed – you must review it to find out what the patient specified to be released.) On the "Consent List", if you <u>do not</u> see the name of the person/facility you were looking for, you will need to draft a new authorization using the approved template found in the steps above , and then have the patient sign it.

QUESTION	ANSWER
Who do I notify if I made an authorization for a family member (on the Hunt Campus)?	IF an authorization is completed with the selection "Invitation to Family Program", please send an email to the group **"Rescinded/Signed Consent(s) Notification"** or email FAMILY PROGRAM directly to notify them of the added authorization.
Who do I notify if I made an authorization for someone who needs a letter of admission (on the Hunt Campus)?	IF an authorization is completed with the selection "Letter of Admit/Discharge", please send an email to the group **"Rescinded/Signed Consent(s) Notification"** or email Maelee Hayes/Caleb Boone or Health Information Management Department directly to notify them of the added authorization.
If a ROI Authorization is in place and something else is requested, can it just be written on the current one?	No. If more documents or more verbal communication is required, a new authorization must be drafted to include this additional need. Patient needs to sign the new authorization.

Likewise, should a patient direct that less information should be shared, the first authorization should be revoked, and a new one signed for the lesser items should be completed at that time. |
| **How do I revoke an authorization?** | In the patient file, under Consents, click on **"Consent List".** Look for the person/facility name you wish to revoke authorization for (on behalf of the patient). Double click on the name and a grey box will appear. Just below the button that says "View Document", is the area to revoke an authorization. Complete the: "Date Revoked", "Time Revoked" and "Revoked By" section. Then save the grey box.

Once the SAVE button is applied, the authorization will automatically DISAPPEAR from the Consent List, thus no one can make a mistake and release on a revoked authorization as it is no longer visible in this list. |
| **Who can revoke an authorization?** | **Any staff member** with access to Tier can revoke an authorization with patient direction to do so.

Once a revocation is complete (following the steps in the box above), you must send an email to the group **"Rescinded/Signed Consent(s) Notification"** to notify everyone of the revocation. |
| **Who releases documents for all La Hacienda release of information requests (including requests on the weekends and from ICC) on the Hunt Campus?**

Who does it on an IOP Campus? | **ONLY HIM** (Health Information Management Department/Medical Records) can release paper documents from Tier and any "specialty letters" on the Hunt Campus. This includes weekend requests from lawyers, pre-admission letters from ICC, or any other fax documents. **NO ONE ELSE** is to release documents EXCEPT in the case of a medical emergency or only after calling the HIM Director and discussing the situation with them. REASON: HIPAA is very exact as to what must be maintained with each disclosure and historically, our #1 HIPAA Breach is staff sending things they shouldn't or to wrong fax numbers. Reception has the cell phone number for the HIM Director = the cell number they have is ALWAYS on = morning, noon, and night (weekends included).

IOP Campus must go through their **Intake Coordinator** for this activity. |

QUESTION	ANSWER
What documents can be emailed?	ONLY Health Information Management can email <u>documents</u> (just as they are the ones who can release documents from the chart in paper form). No other department is authorized to email documents from a patient chart. If an authorization is completed that contains an email address, that will be the primary way documents will be sent. They will be sent using a secure/encrypted method to a recipient via email. This is currently at the HUNT location only. A trial period will commence at the beginning of 2017 and end in July 2017, at which time the program will be reviewed for possible roll out to the IOP's.
Who is allowed to communicate PHI via email?	Only individuals who have been trained by the Information Systems department are allowed to communicate <u>via SECURE email</u>. A valid authorization to communicate the information <u>must exist prior to the email</u>. No documents from the chart may be sent, the communication allowed is the same that would happen via telephone or in person. The email that is sent should be copied and pasted into a progress note as a disclosure.
Is it ever OK to put the WORD "email" in a progress note or an internal form such as the Inquiry Call?	No. Only you can keep us from "e-discovery". If you must convey that you notified someone of something, like to staffing or your supervisor and need to document this in a progress note, business office note, inquiry call note, etc., use phrases like "I notified _____ of situation." "I sent a message to my supervisor of this development." "I alerted the medical team to the above." "Frankie reported that patient is _____."
Where can I find a letter template in Tier?	In the patient file, under Correspondence, right mouse click, choose New Document, then choose your letter template type: "General Letter – Dear" or "General Letter – To Whom it may"
What forms can be moved over on a Re-Admission from a previous admission chart?	If a patient was discharged **30 DAYS OR LESS** from the date they are readmitted, specific forms can be copied over to the new admission chart. The author will then need to review, update, and final sign the report in the new admission chart. These forms include: H&P, Admission – Nursing Assessment, Nursing Substance Abuse Assessment, Biopsychosocial Assessment, BPSA-Counselor's Assessment, Family Biopsychosocial Assessment, Case Manager's Diagnostic Summary, and SASSI. No Treatment Plans, etc. can be copied over to a readmission chart; those items must be redone. If readmission is a Day 31, ALL assessments, etc. must be redone.
What Forms are Available on the www.lahacienda.com website for HIM?	Go to the La Hacienda website, and click on the center button for "**Resources**". Click on the "**More Info**" button, click on the words "**Medical Records**" on the bottom left hand corner of the screen. This will open to the tab called "**Request Copies**". **(first tab) Request Copies:** Scroll to the bottom of this page and click on "**Download the Authorization to Release Protected Health Information**". This ROI form is for patient use AFTER Discharge, and is good at both the IOP and Inpatient sites.

QUESTION	ANSWER
What Forms are Available on the www.lahacienda.com website for HIM?	**(second tab) Revoke Authorization:** Scroll to the bottom of this page and click on "**Download the Revocation of Authorization to Release Protected Health Information".** This revocation form is for patient use AFTER Discharge to revoke one or all of their valid consents still yet to be expired. **(third tab) Financial Release:** Scroll to the bottom of this page and click on "**Download the Authorization to Release Information for Payment and Reimbursement Purposes".** This financial form is for patient use AFTER Discharge to add someone to their payer source communication for billing purposes only. **(fourth tab) FAQ:** This is answers to the TOP 7 questions we get from patients about their medical records.

(created: 2/3/2015, updated: 8/12/2015; 3-6-2017)

(Call x. 605 if you have any other questions)