FPG PBO

General guidelines regarding confidentiality issues

- Do NOT discuss clinical information with anyone. Refer patients to their provider for this information.
- If you are speaking with the spouse of a patient and he/she is not named as a related party, and they are unable to answer two of the three questions, you may not release any information without a *Release of Information Form* on file. You can provide a blank faxed and/or emailed copy of the form to the caller. Once the signed and dated form is received, verify the signature/patient information via the ICAP system.
- If a caller is the mother/father/guardian of a patient who is NOT a minor, he/she must also have a signed *Release of Information Form* on file.
- If a patient does not want information released to a spouse or parent, he/she should have a *Restriction of PHI Form* on file. Do not release any information.
- If the call is from an attorney:
    - Advise attorney that no patient information can be released or discussed unless a signed *Release of Information Form* is received
    - Instruct attorney to fax signed consent with cover letter from office
    - Review fax with supervisor before responding
- If the call is from an insurance carrier:
    - Verify patient insurance identification number
    - If caller is unable to verify, accept updated information and advise caller that they must be able to verify to discuss patient or claim
- Insurance companies should only be given financial claim balances, admission/discharge dates, current balances, inpatient vs. outpatient status, and diagnosis codes (not descriptions).
- Media should not be given ANY patient information. All media inquiries should be referred to the Media/Community Relations Department at 310-794-0777.
- Discuss financial information with only the patient or patient representative and his/her insurance carrier.
- Do NOT share any patient information or stories with anyone unless there is a specific business reason to do so, i.e. require assistance to resolve the caller's issue and/or training purposes.
- Psychiatry Department inquiries (NPH issues) should be handled very sensitively. Callers for these departments should only be given information on balances. Careful verification of identity should be done. Do not refer to NPH accounts if the caller is inquiring about another department balance. If the caller specially ask about NPH after another department then discuss the account.
- ***DO NOT*** give specific information regarding protected STD testing (e.g., HIV/AIDS testing). A detailed statement can be mailed to their home only. DO NOT mail this type of statement to any alternate addresses given at the time of the call.
- When returning a call, please leave minimal information message, i.e., your name, organization and call back number, possibly the account number or indicate that you are returning their call.
- Document the call highlights in SMS/SIGNATURE per the *Documentation Standards.*