

## EVMS Medical Group

**POLICY: Special Handling of PHI at Patient Request**

**DATE: 3/2003**

**CATEGORY: PRIVACY**

**REVIEWED/  
REVISED:  
04/2013**

**Page 1 of 1**

It is the policy of EVMS Medical Group to provide patients with their personal healthcare information. This information can be provided through alternative means, when operationally feasible upon patient request.

### **PROCEDURE:**

1. In the event that a patient requests "special handling" of their health information, ask the patient to place the request in writing. The Department does not need an explanation from the patient as to why the requested healthcare information is to be provided via an alternative means.
2. Determine how the patient would like to receive this communication. Methods of communication include fax transmittal, postal mail, telephone and electronic mail.
3. Obtain from the patient the mailing address, fax number, telephone number or electronic mail address to send the information.
4. Obtain from the patient any costs incurred to prepare and mail the requested healthcare information.