

HIPAA Privacy – Requests for an Amendment to PHI

AD.HP65

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POLICY:

Patients or their personal representatives have the right to request amendment of their health information.

PROCEDURE:

1. Lifesong Hospice and Palliative Care informs individuals that requests for amendment of their health information must be made in writing and that their request must include a reason supporting why the amendment should be accepted.
2. If the request for amendment is not received in writing, and if the written request does not include a reason supporting the request, the hospice is not required to act upon it.
3. When a request for amendment of health information is received, it will be acted upon within sixty (60) days. A one-time extension of thirty (30) days is allowed if necessary and provided that the individual requesting the amendment is informed in writing of the reason(s) for the delay and the date by which they can expect action to be taken upon their request.
4. The hospice documents the titles of the persons/offices responsible for receiving and processing requests for amendment for a period of six years.

When a request for amendment is denied

1. The individual is given a statement written in plain language that explains the reasons for denial and the individual's right with regard to the denial decision.
2. If the individual chooses to write a statement of disagreement with the denial decision:
 - a. Lifesong Hospice and Palliative Care may write a rebuttal statement and will provide a copy to the individual; and/or
 - b. Lifesong Hospice and Palliative Care will include the request for amendment, denial letter, statement of disagreement, and rebuttal (if any), with any future disclosures of the disputed health information.
3. If the individual does not choose to write a statement of disagreement with the denial decision:
 - a. Lifesong Hospice and Palliative Care is not required to include the request for amendment and denial decision letter with future disclosures of the disputed health information unless requested by the individual.

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05/2018	11/2018		4/2019

When a request for amendment is accepted (in whole or in part)

1. The hospice will identify the records that are the subject of the amendment request and will append the amendment to the record.
2. The hospice will inform the individual that their request for amendment has been accepted and request the identification of and permission to contact other individuals or health care entities that need to be informed of the amendment(s).
3. The hospice will inform the persons/entities identified by the individual as well as its business associates who may require the amendment.

Receipt of notification of amendment from other covered entities

1. When the hospice receives notification from another health care provider or health plan that an individual's protected health information has been amended:
 - a. The medical records department will ensure that the amendment is appended to the individual's medical record; and
 - b. That Lifesong Hospice and Palliative Care's business associates that may use or rely on that individual's protected health information are also informed of the amendment and, as required by their written agreement with the hospice, make necessary corrections.

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