(A) Policy Statement

All information contained within a patient’s medical record will be maintained in a confidential manner to protect the patient’s right to confidentiality and comply with City, State and Federal regulations including HIPAA. This includes handling of a patient’s directory information.

(B) Purpose of Policy

This policy includes the procedures to follow when there is a request for disclosure of patient medical records directly to Patient Access staff, as well as, releasing any information found in the University Of Toledo Medical Center’s patient directory. The policy applies to all staff members within all Patient Access departments.

(C) Definitions

STAR Patient Directory: Refers to any and all inquiries made in attempt to validate or locate a patient’s current location while under care at the University of Toledo Medical Center. Typically, but not limited to, hospitalizations, outpatient surgeries and diagnostic testing.

Athena Medical Directory: Refers to any and all inquiries made in attempt to validate or locate a patient’s current location while being serviced by any one of the many Physician Clinics associated with the University and/or the Medical Center.

(D) Policy

I. REQUESTS for ALL MEDICAL RECORDS
   a. Patient Access staff will follow the UTMC Release of Health Information Policy at all times and will not access any patient’s Medical Records unless it is necessary for their job performance.
   b. Patient Access staff will not release any Medical Records at any time.
   c. Patient Access will direct Patients to the Health Information Department:
      Address: UTMC – ROI Office
      1015 Research Drive, Mail Stop 1072
      Toledo, Ohio 43614
      Phone: (419)-383-4982

II. REQUEST for STAR PATIENT DIRECTORY Information
   a. Patient Access will attempt to assist visitors/callers with inquiries regarding patient location.
   b. Patient Access staff will follow the UTMC Patient Directory Policy when receiving

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1 Refer to Policy: Release of Health Information by Hospital Administration. Policy #3364-100-90-01
2 Refer to Policy: Patient Directory Policy by Hospital Administration. Policy #3364-100-90-08
inquiries regarding patients.
c. Patient Access staff will follow procedure as outlined in section D of this policy when
assisting with inquiries.

III. REQUEST for ATHENA PATIENT DIRECTORY Information
   a. Patient Access will attempt to assist visitors/callers with inquiries regarding a known patient
   location, however, Patient Access will NOT confirm a patient’s presence.
   b. Patient Access will provide physical location and directions to any clinic inquired.
   c. Patient Access will provide a phone extension and offer to make an inquiry to the office
directly on behalf of the visitor/caller.

(E) Procedure:
I. Ask the visitor/caller their relationship to the patient
d. Direct inquiries regarding condition codes to the nursing unit
e. Direct Media, Law Enforcement and Governmental callers to the Office of Intuitional
   Advancement: 1(419)383-4267.

II. Attempt to assist all other callers following these steps:
f. Patient Access Staff will sign into the STAR A/D/T system
g. Using the Active Account Inquiry function located on the Inquiry tab, the staff will perform an
   Active Patient Search by patient name.
h. Review the information displayed on the screen carefully:
   i. Locate the patient’s name on the screen
   ii. Note whether or not there are any digits in front of the patient’s name:
   • No digit in front of the name reveals you can disclose the patient’s Directory
     information with the exception of Religious affiliation.
   • A number 3 in front of the patient’s name reveals that you CANNOT disclose
     additional Directory details, other than the patient is a patient of the Institution.
   • A number 4 in front of the patient’s name reveals that NO INFORMATION
     CAN BE DISCLOSED by responding with “I can neither confirm nor deny
     that person is a patient of this Institution.

Approved by:

Robin Horani
Director, Revenue Cycle
Date 3/17/16

Nickolas A. Vitale
Interim Chief Financial Officer
Date 3/23/16

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4/1/16

Next Review Date: 4/1/2019

Policies Superseded by This Policy:
It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.