PENROSE-ST. FRANCIS HEALTH SERVICES

INTERDISCIPLINARY PRACTICES

SUBJECT: **Identity Protection and Confidential Patients**

PREVIOUS DATES: 11/06 EFFECTIVE DATE: 1/11

RECOMMENDED BY: Centura

ADMINISTRATION APPROVAL: Jeff Oram Smith, MD, CMO Katherine D McCord, RN, CNO

**STATEMENT OF POLICY:**

A patient whose life has been threatened, is involved in a highly publicized incident, or is a high profile individual may have their name changed to a fictitious name during the patient’s admission. The patient’s fictitious name will be changed back to original name at time of discharge.

Patient confidentiality and safety is a fundamental right and should be protected by all staff. Specific measures shall be enforced to prevent unauthorized release of protected health information.

**PROCEDURE: Alias/Identity Protection**

1. The following individuals may request a name change: Patient, Patient’s legal representative (i.e.: POA, Family), Physician, Administration, or Law Enforcement.
2. Administrative personnel and/or designee must grant approval.
3. Once approval has been granted, the following procedure will be completed by Patient Access Management/designee:
   * + 1. Blood Bank must be called 776-5160 to see if any blood products on file for patient.
       2. Using existing RA# and medical record number print face sheet with patient’s legal name, correct demographics, and authorized insurance information. (Scan original face sheet and contact list under misc. financial).
       3. Edit the registered account with the following information
       4. DO NOT ADD LEGAL NAME TO OTHER NAME FIELD
          - Assumed name/ fictitious name with IP as part of the name to identify (identity protection) (patient to provide fictitious name if possible)

(example IPSMITH,JOHN)

* + - * + Change address to the facility address
        + Change phone number to the facility number
        + Change SSN to all 9’s
        + Change the Employer to Unemployed
        + Change Guarantor screen to alias/confidential name
        + Change the nearest relation/emergency contact to none, per pt
        + Change the religion to none
        + Change the Insurance to Self Pay
        + Mark the restrict disclosure to BOTH
        + File and set the confidential flag to Y (System Mgmt Icon)

Patient maintenance field-Edit VIP/Confidential status

* + - 1. Print a PRS (face sheet) showing altered information
      2. Place the account on a hold status
* Go to B/AR Function Icon
* Go to Process Accounts hit enter
* Go to E Icon-Edit CDS BAR ADDL Info
* Go to Hold bill Reason Code enter CA Admission QA
  + - 1. Patient transfer from another Centura facility-need to contact facility of Identity Protection name change.

Patient Access Management/designee must communicate this information to the following people. Please print PAGE 3 of this policy and add your notes to the chart. When finished, scan the chart into Clinical Information System under “Miscellaneous Financial”.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Department |  | | |  | |  | Contact Name | Contact Time |
| o  Shift Manager will notify Security | | | | | | |  |  |
| o     Attending Physician office | | | | | |  |  |  |
| o     PCP/ Referring MD office | | | | | |  |  |  |
| o     Nursing Coordinator (floor) | | | | | |  |  |  |
| o     LAB 776-5101 | |  | |  | |  |  |  |
| o     Medical Imaging/ Radiology 776-5135 | | | | | | |  |  |
| o     Pharmacy 776-5319 | | | |  | |  |  |  |
| o     HIM 776-5296 x2 | | |  |  | |  |  |  |
| o     HBA/Insurance Verification 776-5133 | | | | | | |  |  |
| o     Financial Counselor 776-3276 | | | | | | |  |  |
| o     Case Management 776-5571 | | | | | |  |  |  |
| o     Patient Registration Manager 776-5347 | | | | | | |  |  |
| o     Flight for Life 571-8958 | | | |  | |  |  |  |
| (Notify when Flight chart created) | | | | | |  |  |  |
| o     Public Relations 776-5250 | | | | |  |  |  |  |
| o     Super Census Team  Susan Johnson 303-486-5581  E-mail /CE CIA Insurance Auth Team  (see process below #5) | | | | | | |  |  |
| o     Notify transferred Centura Facility of name change | | | | | | |  |  |
| o     PBX operator dial 0 | | | |  | |  |  |  |
| o Risk Management 776-5828 | | | | | |  |  |  |

1. Once the patient is discharged Patient Access Management/designee will edit all of the altered information back to the accurate data and remove the bill hold.
2. **Follow process to e-mail CIA Insurance Auth Team**

* Go to email click on new in the TO field enter /CE CIA Insurance Auth Team, CC field send to the Patient Coordinators and Manager.
* Go to Subject field enter Alias Account Confidential Patient
* Go to free text field enter RA number, original name and alias name.
* Click on explanation (Importance: High) in tool box
* Go to VIEW in tool bar – click on options

Under Voting and Tracking options click on request a read receipt for this message.

* Click on close –
* Click on send – you will receive a read receipt back with the CIA team has opened the e-mail.

**Procedure: Confidential Patient**

1. Patients requesting confidential status for personal reasons will be flagged so that information of patient’s room will not be given out to the general public. This includes all verbal and written consents.

a. Request will be referred to:

* To the patient care area where the patient is located if requesting party is the patient’s physician or physician’s office
* Public Relations Department if the request is by the press.
* Security if a law enforcement agency is requesting.
* Transfer physician’s call to the patient care area where the patient is located.
* If anyone inquiring about patient becomes overly insistent about finding patient placed on confidentiality status PBX operator at the facility will take a message refer back to nursing unit to follow up with the patient/family member.

1. Patient or their legal representative, upon requesting confidential patient status, will be advised of the restrictions this status places on all visitors inquires regarding the patient (including deliveries of flowers, transfer of phone calls, etc.)
2. To place a patient on confidential status.
   1. Go to Icon System Management (ADM Module)
   2. Patient Maintenance
   3. Edit VIP/Confidential Status
   4. Enter patients name or RA number
   5. Enter under Confidential Y and place a comment regarding the request from “who” to be a confidential patient, along with initial of person making the changes.
   6. Go to ICON Inpatient
   7. Admit/Edit
   8. Admission Edit
   9. Go to tab PROV/RM/SVC
   10. Enter under restriction disclosure “BOTH”
   11. Go to notes and place memo as to why patient is confidential

The codes prevent the patient’s name from appearing on the Patient Directory and the Religion Report.

Patient Access shall develop, publish and maintain the policies, instructions and procedures necessary for the implementation and continuance of this policy. The required documentation shall be organized into a formal procedure manual that shall be reviewed by the Director annually

\*See facility specific training aids and processes for additional clarification, if applicable.

Last review facilitated by Mary Rose, Director of HIM