General Policy Issues
Utah Valley Health Clinic (“UVHC”) shall address all complaints received from patients, clients, employees, or third parties in an expeditious and meaningful manner. UVHC respects the rights of individuals, including employees, to make complaints, ask questions or inquire as to UVHC’s compliance with HIPAA and other privacy laws. No adverse action or retaliation shall be taken against any such individual or employee based on any legitimate complaint, question, or inquiry.

UVHC must identify those members of its workforce that require access to protected health information to perform their duties, specify the protected health information to which they require access and make reasonable efforts to limit their access accordingly.

All employees will be trained in order that UVHC will be HIPAA compliant. New employees will be trained on a regular basis to ensure continued compliance with new personnel. Personnel will be retrained if significant changes occur affecting HIPAA or privacy laws. Employees failing to follow HIPAA requirements and/or the policies of UVHC with respect to privacy rules shall be sanctioned appropriately. Such sanctions may range from oral reprimand to termination. Any intentional breach of patient confidentiality not permitted by law shall be severely punished. All such sanctions shall be documented, in writing, by UVHC.

To the extent practicable, UVHC will mitigate the harmful effects of any known use or disclosure by itself or its business associates that is in violation of the privacy rule and/or UVHC’s policies and procedures.

The privacy officer shall implement necessary procedures or protocols to ensure that HIPAA compliance is maintained, including implementation and ongoing compliance with the rights set forth in UVHC’s published Notice of Privacy Practices. Such procedures and protocols may range from informal work processes to formal implementation policies. The privacy officer shall work with the governing body of UVHC to implement major decisions.

Minors
The parent or legal guardian of a minor (17 yrs. or younger), Not the Minor, has the right to access the minor’s records by requesting access in writing and submitting the request to UVHC. A minor does not have the right to access his/her medical records without parental authorization, except in limited circumstances (listed in entirety on page 2 of UVHC office copy).

Acknowledgment of Notice of Privacy Practices
If UVHC shares a direct treatment relationship with the patient, it must provide a notice of Privacy Practices to the patient on his/her first visit, or in an emergency treatment situation, provide the Notice of Privacy Practices to the patient as soon as reasonably practicable after the emergency has ended; make a good faith effort to obtain a written acknowledgment from the patient that he/she has received a copy of the Notice of Privacy Practices and if unable to obtain an acknowledgment from the individual, document its good faith efforts to obtain the acknowledgment and the reasons why an acknowledgment was not obtained. (If UVHC presents the patient with a Notice of Privacy Practices and the patient refuses to sign an acknowledgment, there is no HIPAA violation as long as UVHC documents its good faith effort to obtain an acknowledgment.

The HIPAA acknowledgment is not a consent for treatment, but rather for use and disclosure of patient information in the course of treatment, payment or health care operations.
Amending Protected Health Information Contained within a Designated Record Set

UVHC must permit a patient to request an amendment to his/her medical record. UVHC may require that the patient request be in writing. Regardless of whether UVHC agrees to the amendment, UVHC must provide the patient with notice of its decision within 60 days of the request. UVHC is eligible for a 30-day extension, if within the initial 60-day period it sends a written statement to the patient explaining the reasons for the delay and the date on which its decision will be provided. UVHC may deny the patient’s request to amend the medical record under certain circumstances (listed in entirety on page 8 of the UVHC office copy).

Note: For a comprehensive copy of the HIPAA Privacy of Patient Information, refer to the UVHC Office Copy located in the clinic front office waiting rooms.