

Authorization

TO USE OR DISCLOSE PROTECTED HEALTH INFORMATION

Alert for Electronic Communications

1. Email Correspondence:

- a. Patients and/or personal representatives who want to communicate with their health care providers by email should consider all of the following issues before signing an Authorization to Use or Disclose Protected Health Information via Electronic Media:
 - 1) E-mail at Hampton University can be forwarded, intercepted, printed and stored by others
 - 2) E-mail communication is a convenience and not appropriate for emergencies or time-sensitive issues.
 - 3) Highly sensitive or personal information should not be communicated by email (i.e., HIV status, mental illness, chemical dependency, and workers compensation issues.)
 - 4) Employers generally have the right to access any email received or sent by a person at work.
 - 5) Staff other than the health care provider may read and process the email.
 - 6) Clinically relevant messages and responses will be documented in the medical record.
 - 7) Communication guidelines must be defined between the clinician and the patient, including, (1) how often e-mails will be checked, (2) instructions for when and how to escalate to phone calls and office visits, and (3) types of transactions that are appropriate for e-mail.
 - 8) E-mail message content must include (1) the subject of the message in the subject line, i.e., prescription refill, appointment request, etc., and (2) clear patient identification including patient name, telephone number and patient identification number in the body of the message.
 - 9) Hampton University will not be liable for information lost or misdirected due to technical errors or failures:
- b. The following confidentially statement is recommended for inclusion in all e-mails between patients and physicians:

NOTE: This communication may contain information that is legally protected from unauthorized disclosure. If you are not the intended recipient, please note that any dissemination, distribution or copying of this communication is strictly

prohibited. If you have received this message in error, you should notify the sender immediately by telephone or by return email and delete this message from your computer.

2. Video and Audio Conferences: Patients and/or personal representatives who participate in teleconferences with their health care providers should consider all of the following issues before signing an Authorization to Use or Disclose Protected Health Information via Electronic Media:

- a. Although interactive video and audio teleconferences use equipment and telecommunication lines which have been approved for secure use by the Health Science Center Information Technology Department, complete privacy and security cannot be guaranteed.
- b. Pertinent personal information, including HIV status, mental illness, chemical dependency, substance abuse, developmental, genetic, and workers compensation issues will be communicated during teleconference.
- c. Staff other than the health care provider may have access to the teleconference recordings and transmissions.
- d. Hampton University will not be liable for information lost or misdirected due to technical errors or failures.