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PAGE: 1 of 3

SECTION: ADMINISTRATION

AREA: GENERAL ADMINISTRATION

SUBJECT: RELEASE OF PATIENT DIRECTORY INFORMATION

### SCOPE

UAMS workforce

### DEFINITIONS

UAMS Workforce means for purposes of this Policy, physicians, employees, volunteers, trainees, and other persons whose conduct, in the performance of work for UAMS, is under the direct control of UAMS, whether or not they are paid by UAMS.

### POLICY

Unless the patient requests UAMS not to disclose Patient Directory Information, UAMS may provide Patient Directory Information to a person provided that the caller or requesting party specifies the patient name.

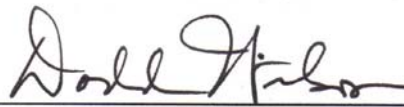
1. Patient Directory Information is limited to the following:
  - Patient name
  - Location in the facility
  - One word statement of condition that does not communicate specific medical information about the patient – to be released by UAMS Medical Center Patient Care Team or Office of Communications and Marketing. [\*University Hospital and Clinical Programs Professional Nursing Organization Policy Standards, Patient Confidentiality, J.4.\*](#)
  - Religious affiliation – only released to members of the Clergy
2. Patients may restrict or prohibit release of their information from the Directory.
3. UAMS may release the patient's religious affiliation, if given to UAMS by the patient, only to members of the Clergy. Members of the Clergy do not have to specify patient name to request Patient Directory Information. Clergy requests for a list of patients by denomination will be handled by the Office of Pastoral Care at (501) 686-5410.
4. Members of the media who request Patient Directory Information will be referred to the UAMS Office of Communications and Marketing, (501) 686-8149 or (501) 395-5989 in accordance with [\*Media Relations, Policy 14.1.01. as stated in the Administrative Guide.\*](#)

5. UAMS may elect on its own, without a patient's request, to exclude certain patients from the Directory and not release any information. Examples are when the safety/security of patients or others are at risk, or at the request of the UAMS Special Services Office or other UAMS offices.
6. **Psychiatric Research Institute (PRI) Patients** – UAMS will not provide Patient Directory Information on PRI inpatients unless the patient gives permission for that to be disclosed.

### **PROCEDURE**

1. The UAMS workforce should reference the UAMS [\*Notice of Privacy Practices Policy, Policy 3.1.21\*](#), to inform the patients about the information in the Directory and to describe how this information may be disclosed.
2. The UAMS *Notice of Privacy Practices Policy* will inform patients of their rights to omit some or all of their information for directory purposes.
3. The “Request to be Excluded from the Patient Directory” form (form attached) must be maintained for patients who object to any or all of their information being included in the Directory, or if UAMS determines that the patient should be excluded. UAMS will “flag” directory listings and other applicable records to indicate exclusions have been requested.
4. Inpatient PRI patients are automatically excluded from the Patient Directory, and the “Request to be Excluded from the Patient Directory” form is not required for these patients.
5. Requests for a patient condition will be referred to the nursing unit except for requests from members of the media. [\*Media Relations, Policy 14.1.01, as stated in the Admin. Guide.\*](#)
6. Individuals who identify themselves as members of the media will be referred to the UAMS Office of Communications and Marketing at (501) 686-8990.
7. All other requests for Patient Directory information at UAMS Medical Center must be provided via the HBOC Medipac **INFO (Information Desk Inquiry)** screen, the **Patient Information** Screen in OSCAR, by another officially approved mechanism, or by calling Patient Information at (501) 686-6416.
8. If the patient is incapacitated or in an emergency treatment situation, UAMS may use or disclose some or all of the information in the Directory provided the disclosure is:
  - Consistent with a known, prior expressed preference of the patient; and
  - UAMS determines it is in the patient's best interest.

When it becomes practical to do so, UAMS will inform these patients about the uses and disclosures for Directory purposes and offer them the opportunity to decline inclusion in the Directory.

SIGNATURE:   
Chancellor

Date: September 24, 2009

