



**MULTNOMAH COUNTY OREGON**  
**HEALTH DEPARTMENT CLINICAL STANDARDS**

<b>SECTION:</b> Agency Wide Clinical	<b>NUMBER:</b> AGN.04.04
<b>CHAPTER:</b> Legal	<b>ORIGINATED:</b> 07/91 <b>LAST REVIEW DATE:</b> 11/05
<b>TITLE:</b> Restricted Communications	
<b>APPROVED BY:</b>	<b>CONTACT PERSON/S:</b> C.Gates
PAGE 1 OF 2	# Attachments: None
<b>Applies to:</b> All personnel	

**POLICY STATEMENT:**

The Health Department shall accommodate any reasonable request by a client to receive communications from MCHD by alternative means or at alternative locations. Health Department staff shall determine if an individual has made such a request before contacting the client

**PROCEDURE:**

<b>Responsible Person</b>	<b>Procedure</b>
All Staff	<ol style="list-style-type: none"> <li>1. If a client inquires about restricting communications from us, explain that all of their health information is confidential and that a restriction just means that we will not send mail or make appointment reminder calls.</li> <li>2. If a client does want communications restricted, explain available options:               <ol style="list-style-type: none"> <li>a. all communication restricted</li> <li>b. family planning communication restricted</li> <li>c. mental health communication restricted</li> </ol> </li> <li>3. If a client requests any restrictions, obtain a confidential work or confidential message phone number from the client.</li> <li>4. Ask the client for detailed instructions on using the confidential number, (e.g. call between 1:00 and 4:00 only, ok to call re Primary Care, ok to call re Dental, Ok to call confidential number re Family Planning, do not leave message, call stating "This is your doctor's office", do not leave message, etc) . . .</li> </ol>

5. If client has insurance, ask if we may bill their insurance. If client does not want their insurance billed, explain that they will have to pay for (part or all) of their services (in some circumstances no payment will be required).
6. Document the client's confidentiality status in the Epic system:
  - a. Set patient type based on the level of restricted communication needs:
    1. Confidential = All communication restricted
    2. 999C = Family Planning communication restricted
    3. Confidential-MH = Mental Health communication restricted
  - b. Change the home and work phone numbers to 999-999-9999
  - c. Check the boxes to block mail and auto phone calls
  - d. Enter the client's confidential phone number in the phone fields labeled confidential work or confidential message
  - e. Enter instructions in the Phone Comment field.
    1. Enter date phone instructions started
    2. Enter instructions for using the confidential phone numbers
    3. Enter initials of person obtaining the instructionsExample-  
04/28/04 Ok to call and leave messages on confidential phone re Primary Care and Dental TMG
  - f. Create a confidential account to prevent statement from being mailed
  - g. If the client has indicated that they do not want their insurance billed, do not enter coverage information on the account
7. Information about restricted communications shall be updated in the Epic system at least annually.
8. Check the Epic system for confidentiality restrictions prior to calling clients who have 999-999-9999 in the home phone number field. Use instructions in Phone Comment field to determine if the Confidential phone number may be called.
9. All clients who are in foster care, shall have their confidentiality status set as "foster care" in Epic. Follow steps in 6 b,c and d above. Enter the foster care phone number in the foster care phone number field.

On occasions where there is a life or health threatening situation (e.g., an abnormal pap smear) involving a client who has asked for restricted communications and we are unable to contact the client using these restrictions, it may be necessary to override the restrictions. Before doing so, always discuss the situation with the Service Group Leader and/or the Medical Director. The Service Group Leader and/or the Medical Director must make the decision about overriding communication restrictions.

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