

**Texas Tech University Health Sciences Center  
HIPAA Privacy Policies**

<b>Patients' Rights</b>	<b>Policy 7.3</b>
<b>Right to Amend PHI</b>	<b>Effective Date: May 1, 2015</b>
<b>References:</b> 45CFR§164.526; <a href="http://www.hhs.gov/ocr/hipaa">http://www.hhs.gov/ocr/hipaa</a> HSC HIPAA website <a href="http://www.ttuhscc.edu/hipaa/policies_procedures.aspx">http://www.ttuhscc.edu/hipaa/policies_procedures.aspx</a>	

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### **Policy Statement**

Texas Tech University Health Sciences Center (HSC) recognizes that individual rights are a critical aspect of maintaining quality care and service and is committed to allowing individuals to exercise rights under 45 CFR §164.524, and other applicable federal state and/or local laws and regulations. To support this commitment, HSC will maintain and update, as appropriate, written policies and procedures to provide guidance on employee and organizational responsibilities regarding the rights of individuals to request an amendment of his/her protected health information (PHI) that is maintained in a designated record set in a timely and professional manner.

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### **Scope and Distribution**

This policy applies to all health care clinical service areas owned and/or operated by TTUHSC. It does not apply to inmates seen or treated by TTUHSC.

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### **Definitions**

Refer to [HPP 1.1](#) for Glossary of HIPAA Terms

See [Old/New HIPAA Policy Number Cross Reference Chart](#)

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### **Procedure**

The procedure for requesting an amendment to PHI is outlined below.

Individual requests for amendment of PHI shall be made in writing using a "[Request to Amend PHI](#)" form to the Central Medical Record department of each campus and clearly identify the information to be amended, as well as the reasons for amendment.

Requests will be denied if the material requested to be amended involves any of the following:

- a) Was not created by TTUHSC, unless the originator is no longer available to act on the request;
- b) Is not part of the individual's health record;
- c) Is not accessible to the individual because federal and state law do not permit it;
- or
- d) Is accurate and complete, as determined in TTUHSC's sole discretion.

TTUHSC will act on the individual's request for amendment no later than 60 days after receipt of the request. TTUHSC will have a one-time extension of 30 days for

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processing the amendment if the individual is given a written statement of the reason for the delay, and the date by which the amendment request will be processed.

Request for Amendment Granted. If the request to amend is granted, after review and approval of the individual responsible for the entry to be amended, TTUHSC will do all of the following:

- a) Insert the amendment or provide a link or reference to the amendment at the site of the information that is the subject of the request for amendment;
- b) Inform the individual that the amendment is accepted;
- c) Obtain the individual's identification of and agreement to have TTUHSC notify the relevant persons with whom the amendment needs to be shared; and
- d) Within a reasonable time frame, make reasonable efforts to provide the amendment to persons identified by the individual, and persons, including Business Associates, that TTUHSC knows has the PHI that is the subject of the amendment and who may have relied on or could likely rely on the information to the detriment of the individual.

Request for Amendment Denied. If the request is denied, TTUHSC will provide the individual with a timely, written denial in plain language that contains all of the following:

- a) The basis for the denial;
- b) The individual's right to submit a written statement disagreeing with the denial and how the individual may file such a statement
- c) A statement that if the individual does not submit a statement of disagreement, the individual may request that TTUHSC provide the individual's request for amendment and the denial with any future disclosures of the PHI that was the subject of the request;
- d) A description of how the individual may complain to TTUHSC or the Secretary of Health and Human Services; and
- e) The name or title, and the telephone number of the designated contact person who handles complaints for TTUHSC.

Individual's Disagreement. TTUHSC will permit the individual to submit to TTUHSC a written statement disagreeing with the denial of all or part of a requested amendment and the basis of such agreement. TTUHSC will accept a statement of disagreement up to one 8.5" by 11" page.

TTUHSC's Rebuttal. TTUHSC may prepare a written rebuttal to the individual's statement of disagreement and TTUHSC will provide a copy to the individual who submitted the statement of disagreement.

Appendage. TTUHSC will, as appropriate, identify the record of PHI that is the subject of the disputed amendment and append or otherwise link or reference the individual's request for amendment, TTUHSC's denial of the request, the individual's statement of disagreement, if any, and TTUHSC's rebuttal, if any.

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If the statement of disagreement has been submitted by the individual, TTUHSC will include the material appended or an accurate summary of such information with any subsequent disclosure of the PHI to which the disagreement relates.

If the individual has not submitted a written statement of disagreement, TTUHSC will include the individual's request for amendment and its denial, or an accurate summary of such information, with any subsequent disclosure of PHI only if the individual has requested such action.

When a subsequent disclosure is made using a standard transaction that does not permit the additional material to be included, TTUHSC will separately transmit the required material.

If TTUHSC is informed by another covered entity of an amendment to an individual's PHI, it will amend the PHI in written and/or electronic form and inform its Business Associates that will use or rely on the individual's PHI of the amendment.

This policy and procedure will be documented and retained for a period of 6 years from the date of its creation or the date when it last was in effect, whichever is later.

Knowledge of a violation or potential violation of this policy must be reported directly to a Regional Privacy Officer, the Institutional Privacy Officer or to the employee Compliance Hotline at (866) 294-9352 or [Ethics Point - Texas Tech University](#) under HSC.

### **Approval Authority**

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The TTUHSC Privacy and Security Committee has authority for HIPAA policy approval.

### **Responsibility and Revisions**

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Questions regarding this policy may be addressed to the Regional Privacy Officer ([Amarillo](#), [El Paso](#), [Permian Basin Lubbock](#)), the [Institutional Privacy Officer](#), or the [Institutional Compliance Officer](#).

This policy may be amended or terminated at any time.