

The University of Iowa  
HIPAA Privacy Rule  
Policies and Procedures

REQUEST FOR CONFIDENTIAL COMMUNICATIONS

Purpose: To define the process for responding to requests from patients or their legal representatives to receive confidential communications of their Protected Health Information (PHI); to instruct staff on how to respond to requests from patients or their legal representatives for confidential communications of their PHI.

Policy: It is the policy of the University of Iowa to accommodate requests from patients or their legal representatives to receive communications of PHI by alternative means or at alternative locations. The provision of this communication may require an alternative address or other method of contact.

Procedures:

- Patients or their legal representatives may request to receive communications of PHI by alternative means or at a different location by contacting the clinic administration or a care provider.
- The request should be in writing in order to document to alternative method or location on the attached.
- The request may be denied if the patient fails to specify an alternative address or means of contact.
- The alternative address/contact will be used until the patient or the patient's legal representative advises the college or health care unit to return to the original designated address.

**Reference: 45 C.F.R. §164.522**