

Requesting Lab Results by Telephone

1. The HIPAA Privacy and Security Rules for Personal Health Information (PHI) requires *reasonable actions* to be taken in order to protect patient information from improper disclosure. The use of the telephone for reporting patient results is a vital part of patient care. The Office of Civil Rights (OCR) suggests that healthcare providers apply *reasonable safeguards* to the exchange or release of personal health information.
2. Indiana University Health Pathology Laboratory (IUHPL) has implemented the following *reasonable safeguards* for release of patient information by telephone:
 - We will ask all callers to identify themselves:
 - By giving their *full name*
 - By identifying their *relationship to the patient's healthcare*- such as "my/our patient" "Dr xxx's nurse / office" to establish *need to know*.
 - We may ask you for your *Client account number* if you are calling as one of our clients.
 - We may use "caller id" to identify you by the origin of the call.
 - We may ask to call you back at a known telephone number, depending on the nature of the information being requested.
 - We will only release information that is related to the tests and services provided by the laboratory
 - We will keep a record of the time, date and name of the party receiving the results.

Reviewed March 2010

Modified January 2011