

**OLIVE VIEW-UCLA MEDICAL CENTER  
POLICY & PROCEDURE**

**NUMBER: 86  
VERSION: 3**

**SUBJECT/TITLE:** **EMPLOYEE CONTACT WITH ATTORNEY OR OTHER INVESTIGATORS**

**POLICY:** Olive View-UCLA Medical Center employees shall not communicate with an attorney, a person acting on behalf of an attorney, a law office, or similar types of investigators regarding the care and treatment of a patient without obtaining approval from the Risk Manager (818 364-3027) or Medical Administration (818 364-3025).

**PURPOSE:** To prevent employees from unknowingly supplying confidential information about a patient’s medical care or condition to persons who are not entitled to access that information.

**DEPARTMENTS:** All

**DEFINITIONS:**

**PROCEDURE:** Employees shall refer all calls from attorneys or law offices regarding any patient to Risk Management/Medical Administration (818 364-3025). On nights and weekends, these calls should be referred to the Administrative Nursing Office (818 364-3170).

Employees who are contacted by an attorney or other investigator requesting information about a particular patient or patient care event shall obtain the caller’s name and phone number and offer to return the call after appropriate verification is completed. The employee shall then contact Risk Management/Medical Administration (818 364-3025) to determine the appropriateness of further communication with that person.

References: DHS Policy No. 306, “Contacts w/County Counsel”	
Approved by: Carolyn Rhee (Chief Executive Officer), Dellone Pascascio (Chief Nursing Officer), Shannon Thyne (Chief Medical Officer)	Date: 07/01/2016
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