

LAC+USC MEDICAL CENTER POLICY

Subject: HIGH PROFILE AND/OR ALIAS PATIENTS	Original Issue Date: 7/10/12	Policy # 416
	Supersedes: 10/10/17	Effective Date: 11/21/22
Departments Consulted: HIPAA Office Health Information Management Information Systems Risk Management Patient and Guest Relations Patient Access Center Nursing Services	Reviewed & Approved by: Health Information Committee Attending Staff Association Executive Committee Senior Executive Council	Approved by: (Signature on File) Chief Medical Officer (Signature on File)Chief Executive Officer

PURPOSE:

To establish a standard procedure for processing High Profile/Alias patients, the LAC+USC Medical Center shall strictly enforce the patient's right to confidentiality regarding their name within our electronic medical record and documentation pertaining to his or her care.

POLICY:

It is the responsibility of any workforce member, not limited to Nursing and/or Patient Access Center (PAC) at admission or anytime thereafter to identify whether a patient is High Profile and/or needs to have an alias assigned. This must be noted in the electronic medical record by PAC; this is accomplished by flagging the chart thus notifying all staff of the patient's High-Profile status.

DEFINITIONS:

Protected Health

Information (PHI): Individually identifiable information relating to past, present, or future physical or mental health or condition of an individual, provision of health care to an individual, or the past, present, or future payment

Disclose or Disclosure:

With respect to PHI, the release of, transfer of, provision of access to, or divulging in any manner PHI outside of the Medical Center's internal operations or to other than its workforce members.

Use or Uses:

With respect to PHI, the sharing, employment, application, utilization, examination, or analysis of such information within the Medical Center's internal operations.

High Profile:

Any patient who is a celebrity, employee, law enforcement or fire department workforce, victims of a criminal attack, or any other person of notoriety and/or in the public eye.

Alias:

A pseudonym given to a patient to prevent the patient legal name from being used/disclosed on any hospital documentation or other hospital operations.

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PROCEDURE:

At the time of admission, the nursing staff and/or PAC staff will identify whether the patient meets the criteria to be considered a High Profile and/or Alias patient.

- There may be cases in which a patient has been identified as High Profile but does not warrant the need for an alias.
- If possible, the patient should be consulted before a flag is placed on their electronic medical records.
- If the patient cannot be consulted due to their injuries, it is the responsibility of the medical care team to determine if High Profile or Alias is needed to protect the patient.

After the patient's status has been identified, during the financial authorization the PAC work force member will flag the patient as High Profile, Employee, or Alias in the electronic medical record.

This flag will make the patient listed in a different format when viewed by Patient Relations staff on their 'Patient Log' program.

- If a visitor requests information from a Patient Relations (PR) staff member regarding a High-Profile patient, the PR employee should first call the unit the patient is located and verify whether the patient would like to have the visitor or if any other information can be disclosed.
- If the patient is listed under an Alias PR staff members should not disclose any information, included whether the person is a patient, to visitors without the correct pseudonym being provided.
- This process is designed to prevent the disclosure a patient's location to those who are not authorized to know based on either the patient's request or the decision of the medical care team.

Nursing staff and/or PAC staff will notify Health Information Management (HIM), Master Patient Index (MPI) unit through the creation of an Enterprise Help Desk Ticket to make the change to the patient's name.

- MPI staff will follow their internal procedure for changing the patient name to an alias and notify the appropriate Information Systems staff to ensure the name has been updated in the downstream systems.
- If the determination is made after hours, the HIM MPI staff should be notified through Enterprise Help Desk Ticket that an alias name was assigned for the patient at the beginning of the business day.

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After the patient has been discharged:

- If, upon discharge, the risk which caused the patient to be defined as an alias patient has subsided, the MPI staff should be notified by the discharging nursing staff to change the name back to the patient's legal name to ensure payment and continuity of treatment for possible future visits. Notification to HIM MPI staff shall be done through the creation of an Enterprise Help Desk Ticket.

RESPONSIBILITY

Administration
Information Systems
Health Information Management
Patient Access Center
Nursing Staff
Patient Relations
Attending Staff
Mid-Level Providers
Residents
All Employees

REVISION DATES

December 10, 2013; October 10, 2017, November 21, 2022