County of Los Angeles   **Department of Health Services**

OLIVE VIEW-UCLA MEDICAL CENTER
REVENUE MANAGEMENT
POLICY & PROCEDURE

NUMBER: 765
VERSION: 1

SUBJECT/TITLE: **CONFIDENTIALITY OF RECORDS**

POLICY: To state the Revenue Management Department's position on confidentiality of records.

PURPOSE: To ensure effective confidentiality of records including patient records, employee personnel records, business records including patient billing, and miscellaneous records regarding hospital activities.

DEPARTMENTS: **REVENUE MANAGEMENT**

DEFINITIONS:

PROCEDURE: **ALL SUPERVISORS:**

1. Instruct unit / section members about confidentiality of records.

   A.   All records shall comply with Federal and State laws regarding Confidentiality.

   B.   In no event will confidential records be released without patient or other appropriate authorization.

2. Take no action on furnishing records or information from records without prior authorization from Hospital Administration.

3. Instruct unit / section members to refer calls regarding furnishing records or information from records to Hospital Administration.

4. Instruct unit / section members to refer calls regarding personnel inquiries to Human Relations Department at extension 73313.

5. Ensure unit / section members observe regulations governing confidentiality or records.

6. Sign confidentiality policy statement, (see attached).

ALL EMPLOYEES:

1. Receive instructions from supervisor regarding confidentiality of records.

2. Refer calls regarding furnishing records or information from records to Hospital Administration at extension 73001.

3. Refer calls regarding personnel inquiries to Human Relations Department at extension 73313.

4. Do not release any confidential information without authorization from management.

5. Sign confidentiality policy statement. (See attachment)

References:	
Approved by: Lisa Cruz (Assistant Hospital Administrator)	Date: 06/28/2019
Review Date: 06/28/2019	Revision Date:
Next Review Date: 06/28/2022	
Distribution: Inpatient Financial Services, Patient Access, Patient Access Center, Patient Access Registration, Patient Relations, Revenue Management	
Original Date:	