

	Ethics & Compliance Department	
	Policy No.: 15	Created: 01/2018
		Reviewed: 09/2024
	Revised:	

HIPAA: DISCLOSING PROTECTED HEALTH INFORMATION TO FAMILY / FRIENDS / CAREGIVERS

SCOPE:

All Envision Healthcare teammates. For purposes of this policy, all references to “teammate” or “teammates” include temporary, part-time and full-time employees, independent contractors, clinicians, officers and directors.

PURPOSE:

Envision Healthcare Operating, Inc. and its subsidiaries and affiliates (“Envision” or “the Company”) has adopted this Disclosing Protected Health Information to Family / Friends / Caregivers policy to provide guidance to teammates regarding the appropriate process for disclosing protected health information (“PHI”) to individuals other than the subject of the information.

POLICY:

Under the circumstances described below, relevant health information about the patient may be shared with the patient’s family members, other relatives, close personal friends, or other persons identified by the patient.

Disclosures When the Patient Can Agree or Object

If the patient is accompanied by another person, do not discuss or disclose the patient’s PHI in front of the other person until the patient has been given the opportunity to agree or object. Ask the patient, “Would you prefer that we discuss these issues privately?” and if the patient says ‘yes,’ the other person should be asked to remain in another room or area of the facility. Document the patient’s response in the patient’s record, and sign and date the entry.

Disclosures When the Patient Is Not Able to Agree or Object

If the patient is not present, or cannot be given the opportunity to agree or object because of incapacity or an emergency situation, a professional determination should be made as to whether it is reasonable and in the patient’s best interests to disclose the information. For example, it is reasonable to allow the patient’s family member or friend to pick up the patient’s prescription, medical supplies, or x-rays, as long as the person’s identity is known to the Company. If the person is not known to the Company, verify and document the person’s identity and authority.

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Notification Purposes

Relevant patient health information may be used or disclosed in order to notify, or assist in the location and notification of, a family member, personal representative, or other persons responsible for the care of the patient. The amount of information disclosed to such persons should be limited to the patient’s location, general condition, or death.

Logging of Disclosure

Disclosures made for notification purposes must be logged in accordance with the separate policy regarding accounting of disclosures (*See Policy 33 – Accounting of Disclosures*). Disclosures made to family members who are assisting in the patient’s treatment do not have to be logged.

POLICY REVIEW

The Ethics & Compliance Department will review and update this Policy, when necessary, in the normal course of its review of the Company’s Ethics & Compliance Program.