

**HACKETTSTOWN REGIONAL MEDICAL CENTER**  
**Administrative Policy & Procedure**  
**HIPAA OPT-OUT of HRMC Clergy & Facility Directory**

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<b>Effective Date:</b>	<b>August 2007</b>	<b>Policy No:</b>	<b>HIPAA-018</b>
<b>Cross Referenced:</b>		<b>Origin:</b>	<b>Compliance Officer</b>
<b>Reviewed Date:</b>	<b>10/07, 3/12</b>	<b>Authority:</b>	<b>Chief Operating Officer</b>
<b>Revised Date:</b>		<b>Page:</b>	<b>1 of 2</b>

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**PURPOSE:**

To insure that patients are given the opportunity to elect not to appear in the HRMC Display in Directory and/or Display in Clergy Directory during their hospital admission, in accordance with HIPAA Regulations.

**POLICY:**

HRMC will allow individual patients to request that they not appear in the HRMC Display in Directory and/or Display in Clergy Directory, and will not require an explanation from the patient as to why they want to opt-out. Directory usage, and the Patient's rights to opt-out, is explained on the HRMC Notice of Privacy Practices, which every patient receives during the initial registration process, and if the Notice of Privacy Practices changes.

**PROCEDURE:**

The Patient Registration System has the ability to indicate that a particular patient wants to opt-out of the Display in Directory and/or Display in Clergy Directory. If a patient opts-out of the Display in Directory, the system will only recognize this patient so as to perform normal treatment, and the patient will not be on any patient list that is used for public information. **"This means that any visitors, flower deliveries, mail, and phone inquiries for this patient will not be acknowledged."**

- 1) The Registrar will not ask the patient if they want to opt out of the Display in Directory and/or Display in Clergy directory during the registration process, since the opt-out option is explained in the Notice of Privacy Practice.
- 2) **If a patient requests to opt-out (= NO) of the Display in Directory during the Admission Process, the Registrar will explain "This means that any visitors, flower deliveries, mail, and phone inquiries for this patient will not be acknowledged. For example, if a family member calls asking for your room or phone number, they will not be connected to you based on your opt-out request. A family member may call directly to your room." If the patient agrees, the Registrar will indicate a "no" in the Display in Directory opt-out field. If a patient requests to opt-out (= NO) of the Display in Clergy Directory the Registrar must explain that "Opting out of the Display in Clergy Directory would result in any visiting Clergy not knowing you are here". If the Patient agrees, the Registrar will indicate a "no" in the Display in Clergy Directory opt out field.**
- 3) The patient may change the opt-out status any time during their Hospital stay by notifying their Nurse.

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- 4) If a patient asks to “opt-out” of the Display in Directory and/or the Display in Clergy Directory after they are admitted, the Nurse must explain “**This means that any visitors, flower deliveries, mail, and phone inquiries for this patient will not be acknowledged. For example: if a family member calls asking for your room or phone number, they will not be connected to you based on your opt-out request. A family member may call directly to your room. Opting out of the Display in Clergy Directory would result in any visiting Clergy not knowing you are here.**”
- 5) If the patient agrees, the Nurse Station will notify the Admitting Department of the patient’s request via a phone call. Nursing will enter a note in the patient’s chart indicating the patient’s request to opt out. The Nursing Station will print a new face sheet that reflects the patient's request and replace the face sheet in the chart with the new one. The old one will be shredded.
- 6) The Registration Department will update the patient’s registration as per Patient’s request, to indicate a “**YES—IN or NO--OUT**” of the Display in Directory and/or the Display in Clergy Directory opt-out data field. The Registrar will enter Notes in Insurance Summary/Notes indicating the patient requested to opt out.
- 7) The patient's request prints on the patient's face sheet as:
  - *Display in Facility Directory: - YES or NO*
  - *Display in Clergy Director: - YES or NO*

The patient's request will also show on Powerchart - in the future.

- 8) If a patient requests to OPT OUT during an Emergency Room Quick Registration, it is the responsibility of the registrar to convey this information to the admitting registrar, so they may enter that request into the patient's chart.