

Patient Privacy/ HIPAA
Frequently Asked Questions
Requests for Restriction & Alabama One Health Record

Requests for Restriction on Use and Disclosures of Protected Health Information
(PHI)

Q: Can I request that my health care service provider withhold protected health information from my health plan (health insurance carrier)?

A: Yes, you can request that protected health information be withheld from your health plan for purposes of payment and health care operations. When requesting restriction of PHI to your health plan at an Infirmity Health Hospital or Clinic you must request the restriction in writing by completing a Request for additional Restrictions on Use and Disclosure of Protected Health Information Form and pay for your health care service in full at the time of registration or scheduling the services. The request for restriction must specifically name the health plan (i.e. Blue Cross Blue Shield, Aetna, etc.)

Q: Can Medicare beneficiaries request a restriction to Medicare?

A: Yes, if a Medicare beneficiary wishes to pay out of pocket for the service, the Medicare beneficiary (or his/her legal representative) can refuse to authorize the submission of a bill to Medicare.

Q: What if during a visit with my physician he informs me that he would like for me to have a lab test that I do not want my health plan to know about.

A: You can request that the physician give you a written prescription for the test so that you can request the restriction by the reference lab or hospital where the test will be performed.

Q: I have requested information about my office visit be withheld from my health plan, and my physician prescribes medication electronically. I'm worried that the pharmacist will receive the prescription electronically and notify my health plan before I can go to the pharmacy to request a restriction.

A: You can request that the physician give you a paper prescription so that you can request the restriction when you take it to the pharmacy to be filled.

Q: If I request restriction of PHI to my health plan at an Infirmity Health facility, will Infirmity Health notify any downstream providers (i.e. pharmacy, consultants, reference labs, hospitals or other health care providers) of my request?

A: No, you are responsible for requesting the restriction by other health care providers. Keep in mind that many health care providers may participate in an episode of care. For example: If you have a surgical procedure the following providers may participate in your care: a surgeon, the hospital, an anesthesiologist, a reference lab, a pathologist, and a radiologist.

Q: Can I request a restriction with respect to only one of several health care items or services?

A: Yes, you can, but keep in mind that when items or services are unbundled, health plans may be able to determine that the restricted item or service was performed based on the context.

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Q: If I request a restriction and later need follow up care, will my health information be withheld from my health plan for the follow-up care?

A: No. If you wish health information about follow up care to be restricted from your health plan, you must specifically request it in writing and pay for those services at the time of registration or scheduling the services. If you choose not to restrict information from your health plan regarding follow up care you should be aware that previously restricted protected health information may be disclosed to the health plan unless you request a restriction and pay out of pocket for the follow-up care.

Alabama One Health Record/Health Information Exchange

Q: What is One Health Record?

A: One Health Record is Alabama's health information exchange (HIE) and allows healthcare providers (e.g. doctors, nurses, pharmacists, other health care providers) to securely share your vital medical information electronically to improve patient quality of care.

Q: How does One Health Record work?

A: It gives other healthcare providers that participate in One Health Record the ability to pull your medical information prior to your visit without having to request copies of your medical record. This allows the healthcare provider(s) to have timely access to the most recent medical information about you to provide accurate and quality care.

Q: What health information is shared?

A: Your medications, vaccinations, allergies, current and past test results and summaries of your past and current health problems. It will not include psychotherapy notes or other information that requires specific authorization.

Q: Who can see my health information in One Health Record?

A: Only authorized users of One Health Record are allowed to view/ access your health information in One Health Record. One Health Record follows all state and federal laws, including HIPAA, to protect your health information.

Q: What if I do NOT want my information to be shared by One Health Record?

A: You can fill out the *IH Request for Restriction on Use and Disclosure of Protected Health Information (PHI)* form located at <https://www.infirmarhealth.org/patients-visitors/hipaa-patient-privacy/> . The form can be submitted by following the instructions at the bottom of the form.

Q: If I opt-out, can I change my mind later?

A: Yes, if you requested a restriction and decide later you would like your information shared by One Health Record you can submit a written request to Infirmar Health.