

Policy Name:	Confidential Communications
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Confidential Communications Policy

Policy:

- a. Counseling and Psychological Services (CAPS) will make every effort to accommodate reasonable requests for receiving communications of Personal Health Information (PHI) in manners outside those listed below.
- b. Verbal Communications
 - i. For Face-to-face conversations or telephone conversations, clients may request an alternative location for verbal discussion or provision of health information at any time. Staff members should be able to make reasonable accommodations for such requests at the time they are received.
- c. Written Communications
 - i. Clients may request to receive written communications (letters, or any other type of paper correspondence sent or delivered to the client by any means, including electronically) in an alternative manner or location; they should make their request in writing.
- d. Requests of this type do not include routine changes of address, but refer to extraordinary requests requiring special arrangements outside the normal course of business operations.
- e. CAPS typically does not require an explanation from the client as to the basis for the request as a condition of providing the confidential communications.
- f. The Director or designee may make the decision to deny a request for more confidential communications.