CONNECTICUT VALLEY HOSPITAL
OPERATIONAL PROCEDURE MANUAL

SECTION II: **ORGANIZATION-FOCUSED FUNCTIONS**
POLICY 10:   **Management of Information**
PROCEDURE 10.20:   **Resolving Conflicting Authorizations**

Purpose:

To inform Health Information Management (HIM) staff that conflicting authorizations to disclose Protected Health Information (PHI) are to be identified and resolved.

Definitions:

1. *Individually Identifiable Health Information*: Information that is a subset of health information, including demographic information collected from an individual, and that: (1) is created or received by a health care provider, health plan, employer, or health care clearinghouse; and (2) relates to the past, present, or future physical or mental health or condition of an individual, the provision of health care to an individual, or the past, present, or future payment for the provision of health care to an individual, and (3) which identifies the individual, or (4) with respect to which there is a reasonable basis to believe that the information can be used to identify the individual. *Note*: individually identifiable health information is to be treated as protected health information.

2. *Protected Health Information (PHI):* Individually identifiable information relating to past, present or future physical or mental health or condition of an individual, provision of health care to an individual, or the past, present or future payment for health care provided to an individual.

Procedure:

1. When Connecticut Valley Hospital (CVH) is presented with conflicting authorizations to disclose PHI, the HIM staff:

   a. communicates in writing with the patient in order to determine the individual's preference regarding the authorization to disclose PHI; and

   b. resolves the conflict by obtaining a new written authorization from the patient or having the patient cancel the authorization(s) that is/are in conflict with his/her preference by signing the cancellation section on the authorization(s).

2. Until such time as the conflict is resolved CVH defers to the most restrictive authorization.