Policy Number: HC-14	Page: 1	Of: 2
Title: Individual's Right to Request Confidential Communications		
Regulatory Authority: HIPAA Regulations, FERPA Regulations, ORC, OAC		
Effective Date: 01/19/2021		
Reviewer/Job Title: Director of Operations		

(A) INDIVIDUAL'S RIGHT TO REQUEST CONFIDENTIAL COMMUNICATIONS

Individuals (or their parents) are entitled to request confidential communications, including for example, to not receive communications at their home address. These requests will be honored to the extent that they can be reasonably accommodated with our administrative systems.

Audience

Privacy Officer

REFERENCES

45 CFR 164.502(h) Confidential communications

45 CFR 164.522(b) Confidential communications requirements

1) **Individual's Right to Request Confidential Communications**. Individuals, or their personal representative, may make a request for confidential communications in writing to the Privacy Officer.
2) **Receiving a Request.** When the Privacy Officer receives a request, the privacy officer may not ask the reason for the request. The Privacy Officer shall contact the individual making the request to obtain an alternate means of contacting them (e.g. cell phone, PO Box, etc.). The individual will be informed at that time of steps HCBDD will take to implement the request.
3) **Implementing the Request,** If existing systems are capable of administering the request, the privacy officer shall take necessary steps to implement the request, such as adjusted phone numbers or addresses in computer files or mailing lists.
4) **Documenting the Request.** The Privacy Officer shall document the request, and disposition, in the Individual's Record.
5) **Recommending Necessary Improvements in Computer Systems or Administrative Procedures.** When needed, the Privacy Officer will make recommendations to the Superintendent of improvements necessary in computer systems or administrative procedures in order to implement reasonable requests for confidential communications.