

Texas Tech University Health Sciences Center El Paso HIPAA Privacy Policy

Policy: Using and Disclosing PHI – Guidelines for Release of Information by Telephone	Policy #: HPP 4.4
Effective Date: July 5, 2016	Last Revision Date: March 17, 2026
References: https://www.hhs.gov/hipaa/index.html	
TTUHSC EL PASO HIPAA Privacy and Security Website: https://my.ttuhsc.edu/elpaso/hipaa/	

Policy Statement

It is the policy of the Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) to secure the confidentiality of protected health information (PHI) released by telephone. This policy outlines the minimum guidelines and procedures individuals must follow when releasing PHI via telephone.

Scope

This policy applies to all PHI maintained by TTUHSC El Paso.

Policy

Generally, detailed PHI, including, but not limited to, lab and x-ray results, is NOT to be released over the phone or left on answering machines even if the disclosure is permitted or authorized due to our concern for the patient's privacy.

Departments may release selected portions of the patient's medical record directly to the patient or authorized individual as requested by the provider ([Ambulatory Care Policy 5.11 Release of Health Record Information](#)).

The patient must complete the Personal Representative Request (PRR) identifying the individual(s) authorized by the patient to receive the patient's PHI. See [HPP 7.4](#)

[Personal Representative Request](#).

Clinic Staff: **Limited** information about the patient's appointment date and time may be released by telephone after verification is made that the individual receiving the information is authorized by confirming authorized names on the patient's PRR and by receipt of at least one of the following from the authorized individual or patient:

- Individual's date of birth;
- Individual's social security number; or
- Individual's address number.

Health Care Professionals and Other Providers: **Detailed** PHI (see EP 5.11) *Release of Health Record Information*) may be disclosed over the telephone only after verification is made that the individual receiving the information is authorized by confirming authorized names on the patient's PRR, and by receipt of at least one of the following from the authorized individual or patient:

- Individuals date of birth;
- Individual's social security number; or
- Individual's address number.

PHI may NOT be left on answering machines even if disclosure is permitted or authorized by the individual.

Knowledge of a violation or potential violation of this policy must be reported directly to the

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Institutional Privacy Officer or the employee Fraud and Misconduct Hotline at (866) 294-9352 or www.ethicspoint.com under Texas Tech University System.

Frequency of Review

This policy will be reviewed on each even-numbered year (ENY) by the Institutional Privacy Officer, and the HIPAA Privacy and Security Committee, but may be amended or terminated at any time.

Questions regarding this policy may be addressed to the Institutional Privacy Officer or the Institutional Compliance Officer.

Review Date: 3/3/2026

Revision Date: 5/16/2017, 1/21/2020, 3/15/2022, 5/21/2024, 3/17/2026