

**POLICY NUMBER:** IM-900-024-BH

Folder:	Administration	Effective Date:	September 23, 2022
		Previous Version Date:	August 2019
Sub Folder:	Information Management	Last Reviewed/Revised:	September 23, 2022

**ACCESS TO OWN OR FAMILY MEMBER INFORMATION – BALLAD HEALTH**

**I. PURPOSE:**

To identify the process for workforce members who wish to access and/or obtain copies of their or their family members protected health information (PHI) while insuring that confidentiality and security of such information is maintained.

**II. SCOPE:**

All team members, Medical Staff and Allied Health Practitioners, volunteers, students, independent contractors and vendors

**III. FACILITIES/ENTITIES:**

Ballad Health Corporate

Tennessee: BRMC, FWCH, GCH, HCH, HCMH, HVMC, IPCH, JCCH, JCMC, SSH, UCH, WPH, Niswonger Children’s Hospital, New Leaf, Laughlin Healthcare Center, Madison House, Ballad Health Hospice House, Wexford House

Virginia: DCH, JMH, LCCH, LPH, MVRH, NCH, RCH, SCCH, Clearview Psychiatric Unit, Francis Marion Manor Health & Rehabilitation, Green Oak Behavioral Health (Geriatric Behavioral Health Inpatient Program – DCH), Ridgeview Pavilion, Mountain View Regional Skilled/Long Term Care Unit, Norton Community Physicians Services (NCPS), Community Home Care (CHC), Abingdon Physician Partners (APP)

Ballad Health Medical Associates

Blue Ridge Medical Management Corporation

Holston Valley Imaging Center

Home Health/Hospice

Integrated Solutions Healthcare Network (ISHN)

Mediserve Medical Equipment of Kingsport, Inc.

Mountain States Pharmacy at Norton Community Hospital

Mountain States Physicians Group, Inc. (MSPG)

Nolichucky Management Services

Sleep Services

Strong Futures

Takoma Regional Hospital, Inc.

Wellmont Cardiology Services  
Wellmont Medical Associates  
Wilson Pharmacy, Inc.  
WPS Providers, Inc.

**IV. DEFINITIONS:**

**Protected Health Information (PHI):** Individually identifiable health information transmitted or maintained in any form or medium unless excluded by any other state or federal regulation {such as education records covered by the Family Educational Rights and Privacy Act (FERPA)}; that relates to the past, present or future physical or mental condition of an individual.

**V. POLICY:**

- A. Ballard Health and its workforce members are required to protect information of all patients.
  - 1. Access to protected health information as a team member/workforce member is limited to the individual workforce member's role and for purposes allowed by organizational policies, state, and federal laws.
- B. When an individual's role changes from that of a workforce member to a "patient", "family member", the rights of the individual as a patient and the requirements of Ballard Health as a provider do not change.
- C. All team members/workforce members are to protect the information of all patients.
  - 1. This includes records of individuals who may be team members or who may have been a patient prior to or following employment.
  - 2. Team members in turn must abide by policies and practices that relate to protecting patient information.

**VI. PROCEDURE:**

- A. The team member or workforce member as a patient is entitled to the same level of privacy as all patients.
- B. A team member wishing to access and/or obtain copies of his/her or a family members PHI must abide by the same procedures that all patients must follow.
  - 1. This is done by contacting the Medical Record Department of the facility and requesting copies of the information/record.
    - a. The Medical Record Department will respond to a request in compliance with defined policies and procedures, and state and federal regulations.
  - 2. Patient portal access is available from the Ballard Health website <https://mychart.balladhealth.org/>
- C. Team members and workforce members are prohibited from using their role as an employee or workforce member to access any patient record unless involved in the current care and treatment process.

1. Accessing one's own record in a manner other than as stated in section VI, letter B, above, or the unauthorized access of any record may be considered as failure to abide by policy and is subject to disciplinary action up to and including termination.
2. Accessing one's family or friends medical/financial records in a manner other than as stated in section VI, letter B, above, or the unauthorized access of any record may be considered as failure to abide by policy, and /or violation of federal/State law, and is subject to disciplinary action up to and including termination.

**VII. REFERENCES:**

- A. Code of Federal Regulations CFR 45 Health Insurance Portability & Accountability Act of 1996.

**LINKS:**

Handling of Work of Someone You Know – Ballad Health IM-900-028-BH

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Executive Vice President, Chief Administrative Officer,  
Ballad Health

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Date

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Senior Vice President, Chief Compliance Officer,  
Ballad Health

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Date

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Document Metadata

Document Name: Access to Own or Family Member Information - Ballad Health.doc

Policy Number: IM-900-024-BH

Original Location: /Ballad Health/Ballad Health/ADMINISTRATION - OPERATIONAL/Information Management/Policies

Created on: 05/11/2018

Published on: 09/23/2022

Last Review on: 09/23/2022

Next Review on: 09/23/2025

Effective on: 09/23/2022

Creator: Eggers, Pam  
*Policy & Procedure Coordinator*

Committee / Policy Team: Ballad Health Administrative Policy and Procedure Committee

Owner/SME: Carter, Paige  
*Senior Vice President, Chief Compliance Officer*

Manager: Coomes, Donna  
*AVP, Corporate Compliance & HIPAA Compliance Officer*

Approver(s): Eichorn, Marvin  
*Executive Vice President, Chief Administrative Officer*  
Carter, Paige  
*Senior Vice President, Chief Compliance Officer*

Publisher: Stephenson, Missy  
*RN - Clinical Standards (Policy & Procedure)*

Description: To identify the process for workforce members who wish to access and/or obtain copies of their or their family members protected health information (PHI) while insuring that confidentiality and security of such information is maintained.

Internal Document Links:  
Handling of Work of Someone You Know - Ballad Health /Ballad Health/Ballad Health/ADMINISTRATION - OPERATIONAL/Information Management/Policies

Summary of Changes/Updates:

Revised Ballad Health Policy. Updated Facilities/Entities, VI. B. 1. a. 2., C.  
Approved at the Administrative Policy and Procedure Committee meeting  
September 23, 2022.

Digital Signatures:

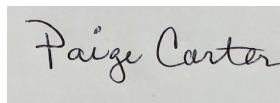
Currently Signed

Signed By:

Carter, Paige

Senior Vice President, Chief

Compliance Officer

A rectangular box containing a handwritten signature in black ink that reads "Paige Carter".

09/23/2022

Signed By:

Eichorn, Marvin

Executive Vice President, Chief

Administrative Officer

A handwritten signature in black ink that reads "Marvin Eichorn".

09/26/2022

Custom Meta Data:

Approval

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