INDEX

A

Abuse

Reporting • Ch. 6, Sec. VI

Access

Computers • Ch. 3, Sec. II.G to Electronic Data Systems • Ch. 3, Sec. II.G Individual rights to PHI • Ch. 11, Sec. 2.A PR rights to PHI • Ch. 11, Sec. 2.A Request to access PHI, access denied • Ch. 11, II appeal rights if denied • Ch. 11, Sec. II.B medical record, entire • Ch. 9, Sec. II.D procedures for responding to requests, DMH • Ch. 11, Sec. III, Ch. 5, Sec. III.K review of request, reviewer's duties • Ch. 11, Sec. III.D time frame for response • Ch. 11, Sec. III.E. 1 who can review • Ch. 11, Sec. III.C who can make request • Ch. 11, Sec. III.A Request for restrictions • Ch. 15, Sec II.D Workforce members access to PHI • Ch. 9, Sec. II.A, III.A & Appendix B

Acknowledgment

Of receipt of Notice of Privacy • Ch. 4, Sec. II.C, III Confidentiality Acknowledgement Form • Ch. 2, Sec. II.A

Administrative

Safeguards • Ch. 1, Ch. 6, Sec. II.I

Administrator

Administrator-in-Charge Appointment of, designated Record Set contact person • Ch. 5, Sec III.B record coordinator • Ch. 5, Sec III.B Best Interest • Ch. 6, Sec. V.B.4 Definition • Appendix A, Glossary Duties regarding disclosures pursuant to EOHHS reg. •Ch. 6, SecV.B.6. DRS, creation of • Ch. 5, Sec. III.B amend PHI, requests to• Ch. 13, Sec. II.E confidential communication, requests for • Ch. 14, Sec .III Minimum necessary-non-routine disclosures • Ch. 9, Sec. III.C. restrictions, requests for • Ch. 15, Sec. II.D.

Administrator of a decedent's estate, *see also* Executor right to access PHI • Ch. 6, Sec. II.K & Ch. 6, Sec. V. verification of authority • Ch. 10, Sec. II.G

Aggregate Data

Definition • Ch. 6, Sec. V.II.B Aggregate Data Release Guidelines • Appendix F

AIDS

AIDS/HIV • Ch. 8, Sec II.C

Alcohol

Alcohol/Drug, specific authorization requirements • Ch. 8, Sec II.C

Amending PHI

Forms,

approval letter • Ch. 13, Sec. IV Attachment
approved/denied in part letter • Ch. 13, Sec. IV Attachment
denial letter • Ch. 13, Sec. IV. Attachment
notice of amended PHI memo • Ch. 13, Sec. IV Attachment
request to amend • Ch. 13, Sec. IV. Attachment
sample amendment rebuttal letter • Ch. 13, Sec. IV Attachment
Format • Ch. 13, Sect II.B
Notice of amendment received from another covered entity • Ch. 13, Sec. III
Procedures for processing • Ch. 5, Sec. II.D & Ch. 13, Sec. II.E
Request to amend • Ch. 13, Sec. II.A
workforce members responsibility • Ch. 13, Sec. II.D, Ch. 5, Sec. III.D

Appeal Process

Appeal process when denied access to PHI • Ch. 11, Sec. III F Right to appeal, when denied access to PHI • Ch. 11, Sec II. B. 2

Appointment

Reminders • Ch. 6, Sec. IV.A

Attorney

Access, right to • Chapter 6, Section V.B

Verification of authority • Chapter 10, Section II.D.

Audit Trail

Contents of audit trail • Ch. 12, Sec. II.D Definition • Appendix A, Glossary Disclosures subject to audit trail, included • Ch. 12, Sec. II.A excluded • Ch. 12, Sec. II.B DMH procedures, for maintaining information subject to audit trail • Ch. 12, Sec. III for processing a request for an audit trail • Ch. 12, Sec. III.B, C Forms, audit trail request form • Ch. 12, Sec. IV Attachment audit trail response letter • Ch. 12, Sec. IV Attachment Right to • Ch. 12 Who responsible to log a disclosure subject to • Ch. 12, Sec. III.A.2

Authorization

Core Elements • Ch. 8, Sec II.A Definition • Appendix A, Glossary

Forms,

for release of information for benefits eligibility/reimbursement • Ch. 8, Sec. IV for taking/use/disclosure of photos, audio/video tapes • Ch. 8, Sec. IV Attachment notice of invalid authorization • Ch. 8, Sec. IV Attachment one way from DMH • Ch. 8, Sec. IV Attachment one way to DMH • Ch. 8, Sec. IV Attachment two way • Ch. 8, Sec. IV Attachment revocation • Ch. 8, Sec. IV Attachment Initiated, by DMH • Ch. 8, Sec. III.A by Individual or PR • Ch. 8, Sec. III.B Invalid authorization • Ch. 8, Sec. II.G Revocation of • Ch.8, Sec. III.C Signed by the PR • Ch. 8, Sec. II.F When not required for making a disclosure• Ch. 6, Sec. IV.B & V.C

B

Benefits, Eligibility and Billing

EEOHS agencies for • Ch. 6, Sec. V.B.6 Routine Disclosures • Appendix C, Chart #1

Best Interest • Ch. 6, Sec. V.B

Categorical • Ch. 6, Sec. V.B.4.b Disclosure of PHI made pursuant to a Best Interest Determination • Ch. 6, Sec.V.B.4 When Best Interest Determination can be made • Ch. 6, Sec.V.B.4.a, b Who makes Best Interest Determinations • Ch. 6, Sec.V.B.4.a.i

Business Associates • Ch. 7

Authorizations to share PHI • Ch. 6, Sec.V & Appendix C Definition • Appendix A, Glossary General Rule • Ch. 7, Sec. I Specific requirements • Ch. 7, Sec. II

С

Cadaveric Organ, Eye or Tissue Donation

Disclosure of PHI • Ch. 6, Sec. IV.A.6

Categorical Best Interest

PHI may be disclosed • Ch. 6, Sec. V.B.4.b

Clergy • Ch. 6, Sec. IV.A, V.B

Complaint

Privacy,

complaint process • Ch. 1, Sec. II.D & Ch. 16 definition • Appendix A, Glossary

Computers

Access • Ch. 3, Sec. II.G Email • Ch. 3, Sec. II.E Laptops • Ch. 3, Sec. II.K.1 Passwords • Ch. 3, Sec. II.V.H Remote DMH access • Ch. 3, Sec. II.M Workstations • Ch. 3, Sec. II.A

Confidential Communications

DMH review of request • Ch. 14, Sec. III.C Limitations • Ch. 14, Sec. II.C Forms, communication request form • Ch. 14, Sec. IV Attachment

response to communication/restriction request • Ch. 14, Sec. IV Attachment

Revocation of request • Ch. 14, Sec. III.F Who can request • Ch. 14, Sec. II.A

Confidentiality Acknowledgment,

Requirements • Ch. 2, Sec. II.A Definition • Appendix A, Glossary

Contact Person see Designated Record Set Contact Person

Crime

Report of • Ch. 6, Sec. V.B Victim • Ch. 6, Sec. V.B

Copying PHI • Ch. 3, Sec. II.B

Court

Orders,

authority to release PHI and psychiatric records • Chapter 10, Section II.F Proceedings, DMH participation in, legal & fiduciary representation, client advocacy • Appendix C, Chart #4

Correctional Institution

Access denial under direction of correctional institution • Ch. 11, Sec. II.B Definition • Appendix A, Glossary

Covered Entity

Definition • Appendix A, Glossary DMH, health care provider • Introduction

D

Data

De-identified • Ch. 6, Sec. VIII Integrity • Ch. 6, Sec. II.G Linkage • Ch. 6, Sec. II.J Use agreement • Ch. 6,Sec. VIII.C

Databases

Creation of a new database• Ch.5, Sec. II.B Definition • Ch. 5, Sec. II.A DMH designated record set • Ch.5, Sec. III.A

Decedents' Records

Uses and disclosure of • Ch.6, Sec. II.K & V.B

De-identification

Aggregate Data • Ch. 6, Sec. VIII.B Definition • Ch. 6, Sec. VIII.A.1 How to de-identify • Ch.6, Sec. VIII.A.2 Limited Data Set • Ch. 6, Sec. VIII.C

Department of Social Services (DSS)

as PR • Ch. 10, Sec. II.C.

Department of Youth Services (DYS)

Right to access information • Ch. 10, Sec. II.C

Designated Record Set

Administrative requirements • Ch. 5, Sec. III.B
Contact person, *see also* "Records coordinator"
appointment • Ch. 5, Sec. II.B
definition • Appendix A, Glossary
list of • Appendix D
Databases • Ch.5, Sec. III.A
Definition • Appendix A, Glossary
Denying access to PHI contained in • Ch. 11, Sec. III.D.5
Excluded from designated record set • Ch. 5, Sec. II.B
List of DMH designated record sets • Ch. 5, Sec. III
facilities and community mental health centers • Ch. 5, Sec. III, Sec. A.1
area offices • Ch. 5, Sec. III, Sec. A.2
site offices • Ch. 5, Sec. III, Sec. A.3
state-operated direct service programs • Ch. 5, Sec. III, Sec. A.4
central office • Ch. 5, Sec. III, Sec. A.5

Disclosures

Abuse and neglect, special rules • Ch. 6, Sec. VI Best interest • Ch. 6, Sec. V.B Definition • Appendix A, Glossary Directories, patient names • Ch. 6, Sec. III.C to DMH as a health oversight agency • Ch. 6, Sec. VII EEOHS agencies for • Ch. 6, Sec. V.B Non-routine, • Ch. 9, Sec. II.C of PHI outside DMH workforce • Ch. 6, Sec. V Prohibited uses and disclosures of PHI • Ch. 6, Sec. III Required By Law • Ch. 6, Sec. V.B.5 Right to request restrictions on, forms • Appendix E Right to an audit, *see audit* forms • Appendix E Routine, charts • Appendix C ensuring minimum amount of PHI • Ch. 9, Sec. III.B non-routine • Ch. 9, Sec. II.C

Disposing of PHI

Electronic or paper based PHI • Ch.3, Sec. II.P

Duty to Warn

M.G.L. c. 123 § 36B • Ch. 6, Sec. V.B

Drug

Treatment records, authorization requirements • Ch. 8, Sec. II.C

E

Electronic Devices

Use of portable electronic devices • Ch. 3, Sec. II.K

Email

Use of • Ch. 3, Sec. II.E

Entitlements, Eligibility and Billing

EEOHS, agency for • Ch. 6, Sec.V.B.6 Routine Disclosures • Appendix C, Chart #1

Entire Medical Record

Requests of • Ch. 9, Sec. II.D

EOHHS or EOHHS agency

Disclosure of PHI to or request of PHI from • Ch. 6, Sec. II.E, V.B.5, 6 & Ch.12, Sec. II.A

Executor

Verification of authority • Ch. 10, Sec. II.G

F

Faxing

Fax Transmission Cover Sheet • Ch. 3, Sec. III Attachment Misdirected faxes • Ch. 3, Sec. II.C.3 PHI • Ch. 3, Sec. II.C

FedEx, UPS, Mail

PHI transported by • Ch. 3, Sec. II.F

Fiduciary *see also* Personal Representative Representation, legal & fiduciary representation • Appendix C, Chart #4

Forms

Index of Privacy Forms & Letters • Appendix E

Fundraising

Use or disclosure of PHI for • Ch.6, Sec. III.B

\boldsymbol{G}

Glossary

Privacy Terms • Appendix A

Guardian

as PR • Ch. 10, Sec. II.C

H

Health Care

Agent, as PR • Ch. 10, Sec. II.C Operations, • Ch. 6, Sec. IV.A definition • Appendix A, Glossary Provider, definition • Appendix A, Glossary DMH as, • Introduction

Health Insurance Portability and Accountability Act of 1996 [HIPAA]

Definition • Appendix A, Glossary

Health Oversight Agency

Definition • Appendix A, Glossary Status • Ch. 6, Sec. VII

Ι

Incidental

Uses • Ch. 6, Sec. IV.A Disclosures • Ch. 6, Sec. V.B

Identity

Verification • Chapter 10

J

K

L

Laptops

Use of portable electronic devices • Ch. 3, Sec. II.K

Limited Data Sets

Definition • Ch. 6, Sec. VIII.C Uses not requiring authorization • Ch. 6, Sec. IV.A Permitted disclosures • Ch. 6, Sec. V.B Procedures for non-protected health information • Ch. 6, Sec. VIII.C

М

Mail, FedEx, UPS

PHI transported by • Ch. 3, Sec. II.F

Marketing

Prohibited uses and disclosures of PHI • Ch. 6, Sec. III.A

Mental Health Information System [MHIS]

Definition • Appendix A, Glossary

Minimum Necessary

Routine disclosure • Ch. 9, Sec. III.B & Appendix C
Minimum Necessary Rule, definition • Appendix A, Glossary rule • Ch. 9 & Ch. 6, Sec. II.E
Non-routine disclosure • Ch. 9, Sec. III.C & Appendix C
Workforce Member Access Table • Ch. 9, Sec. III.A & Appendix B

Minors

Access to PHI • Ch. 11, Sec. II.C

Mitigation

Duty to mitigate harmful effects from wrongful use/disclosure of PHI • Ch. 1, Sec. II.F

N

Noncompliance

Fact-finding • Ch. 1, Sec. II.E Reports • Ch. 1, Sec. II.E Sanctions • Ch.1, Sec. II.G

Non-routine

Disclosures • Ch. 9, Sec. II.C, III.C

Notice of Privacy Practices

Acknowledgement of receipt • Ch. 4, Sec. II.C, Sec. III Changes • Ch. 4, Sec. II.B Contents • Ch. 4, Sec. II.B Definition • Appendix A, Glossary Distribution • Ch. 4, Sec. III Forms, acknowledgment form • Ch. 4, Sec. IV Attachment DMH notice of privacy practices • Ch. 4, Sec. IV Attachment Posting of • Ch. 4, Sec. II.B.4

0

Offsite

Uses of PHI • Ch. 3, Sec. II.J

Oral

Communication of PHI • Ch. 3, Sec. II.D

P

Payment

Definition • Appendix A, Glossary Uses not requiring authorization • Ch. 6, IV.A

Parent

as PR • Chapter 10, Section II.C

Passwords

Computer • Ch. 3, Sec. II.H Voicemail • Ch. 3, Sec. II.A

Person Involved in Care of the Individual

Permitted disclosures to • Ch. 6, Sec. V.B

Personal Representative see also Fiduciary

Accessing PHI• Ch. 10, Sec. II. C Authorization • Ch. 8, Sec. II.F Definition • Appendix A, Glossary Types (guardian, parent, healthcare agent, DSS, etc) • Ch.10, Sec. II

Physical

Safeguards • Ch. 3, Sec. II access to DMH electronic data systems • Ch. 3, Sec. II.G e-mail • Ch. 3, Sec. II.E electronic data interchange including FTP • Ch. 3, Sec. II.N fax transmittal of PHI • Ch. 3, Sec. II.C off-site use of PHI • Ch. 3, Sec. II.J physical transmission • Ch. 3, Sec. II.F portable devices • Ch. 3, Sec. II.K printing & copying PHI • Ch. 3, Sec. II.B remote DMH data network access • Ch. 3, Sec. II.M storage of PHI • Ch. 3, Sec. II.I tape and other back up media • Ch. 3, Sec. II.O use of passwords • Ch. 3, Sec. II.H verbal communication • Ch. 3, Sec. II.D wireless telecommunication devices • Ch. 3, Sec. II.L workstations • Ch. 3, Sec. II.A Transmission of PHI • Ch. 3, Sec. II.I

Portable Electronic Devices

Use of • Ch. 3, Sec. II.K

Preemption

State law and HIPAA • Ch. 6, Sec. V.A

Printing

DMH procedures for printers • Ch. 3, Sec. II.B PHI • Ch. 3, Sec. II.B

Privacy

Complaint,

definition • Appendix A, Glossary form • Ch. 16, Sec. IV Attachment process • Ch. 1, Sec. II.D & Ch. 16, Sec. III.C actions required • Ch. 16, Sec. III.C.6 general rule • Ch. 16, Sec. I DMH procedures for processing • Ch. 16, Sec. III. *retaliation* • Ch. 16, Sec. II.D *specific requirements* • Ch. 16, Sec. II

Notice,

forms,

DMH notice of privacy practices • Ch. 4, Sec. IV Attachment privacy practices acknowledgement form • Ch. 4, Sec. IV Attachment posting of • Ch. 4, Sec. II.B 4 receipt of • Ch. 4, Sec. II.C, III

Privacy Officer

Definition • Appendix A, Glossary Requirement to have one • Ch. 1, Sec. II

Protected Health Information [PHI]

Definition • Appendix A, Glossary

Psychotherapy Notes

Authorization, combining • Ch. 8, Sec. II.B.1.a Definition • Appendix A, Glossary

Publications

Based on PHI • Ch. 6, Sec. II.H

Public Health Authority

Definition • Appendix A, Glossary

Public Officials

Right to access PHI • Ch. 10, Sec. II.. Verification of identify • Ch. 10, Sec. II.CE

Q

R

Record Coordinator

Appointment • Ch. 5, Sec. II.B Definition • Appendix A, Glossary List of • Appendix D

Records see Designated Record Set

Remote DMH Network

Access • Ch. 3. Sec. II.M

Requests for PHI see also Access By DMH, non-routine • Ch. 9, Sec. III.C

routine • Ch. 9, Sec. III.B

Required by Law

Definition • Appendix A, Glossary Disclosure • Ch. 6, Sec. V.A

Research

Definition • Appendix A, Glossary Disclosure • Ch. 6, Sec. IV.B Studies • Ch. 6, II.I Use • Ch. 6, Sec. IV.A

Restrictions

On use of PHI • Ch. 6 & Ch. 15

Right to request on use and disclosure of PHI • Ch. 15

Revocation

Of authorization • Ch. 8, Sec. II.E, III.C

Rogers

Guardian as PR • Ch. 10, Sec. II.C

S

Sanctions

For failure to comply with DMH policies and procedures • Ch. 1, Sec. II.G

Storage

Of PHI • Ch. 3, Sec. II.I

Subpoena

Authority to release PHI, not sufficient • Ch. 10, Sec. II.C & Ch. 6, Sec. IV.A.5

T

Telephone

Wireless • Ch. 3, Sec. II.C

Training

Requirements • Ch. 1, Sec. II.C Duty of workforce to attend • Ch. 2, Sec. II.D

Treatment

Definition • Appendix A, Glossary Monitor as PR • Chapter 10, Section II.C. Internal uses not requiring authorization • Ch. 6, IV.A

\pmb{U}

UPS, FedEx, Mail

PHI transported by • Ch. 3, Sec. II.F

Use

Definition • Appendix A, Glossary Internal use of PHI by DMH workforce • Ch. 6 Sec. IV.A & Appendix B

V

Verification

Identity and Authority of the Requester, DMH procedures • Ch. 10, Sec. III specific requirements • Ch. 10, Sec. II

Violations

Duty to report • Ch. 2, Sec. II.E

Virtual Private Networking (VPN)

Remote DMH Network Access • Ch. 3, Sec. II.M

Verbal Communications

Application of DMH policies and procedures to • Ch. 3, Sec. II.D

Voice Mail

Application of DMH policies and procedures to • Ch. 3, Sec. II.A

W

Wireless Telecommunication Devices

Use of • Ch. 3, Sec. II.L

Whistleblowers

Disclosure by • Ch. 1, Sec. II.G.3.a Permitted disclosures not requiring authorization • Ch. 6, Sec. V.B

Workforce Members

Confidentiality Acknowledgment, • Ch. 2, Sec. V.B form • Ch. 2, Sec. III Attachment
Definition • See definition for DMH Workforce Member, Appendix A Responsibilities • Ch. 2 & Ch. 6, Sec. II

Workstations

Policies and procedures • CH. 3, Sec. II.A

X

Ζ