

University of Minnesota

Policy & Procedure – Responding to Third Party Requests for Patient/Plan Participant Information – Clinical Operations Units & Health Plans

University of Minnesota clinical operations units and health plans may receive third party requests for patient/plan participant information that are not accompanied by a written authorization from the patient/plan participant to release the requested information. Requests may also be made for University of Minnesota personnel to appear in a legal proceeding to discuss such information. Such requests may include subpoenas, court orders, discovery requests or administrative tribunal orders.

When a clinical operating unit or health plan at the University of Minnesota receives a request for a patient or plan participant's information by someone other than the patient/participant (including any request for University of Minnesota personnel to discuss such information), and the request is not accompanied by a written authorization from the patient/plan participant to release the requested information, then:

- Submit the request promptly to the Health Information Privacy & Compliance Office (HIPCO). The request can be emailed to privacy@umn.edu using ProofPoint encryption, saved to a shared Box account, or mailed to Health Information Privacy & Compliance, Mayo Mail Code 501, 420 Delaware Street SE, Minneapolis, MN 55455.
- HIPCO will review the request to determine whether the request meets the criteria under HIPAA and MN State law for release of records.
 - If the request does not meet such criteria, HIPCO will communicate directly with the requester about the status of the request.
 - If the request does meet such criteria, HIPCO will ask the clinical operating unit/health plan to release the requested records.
- HIPCO will maintain documentation concerning the request for information and the response as required by HIPAA.