

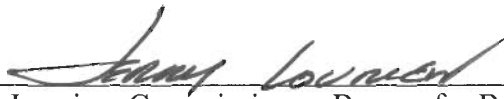
**ALTERNATIVE COMMUNICATION OF HEALTH INFORMATION
PROCEDURE**

1. Any member of the workforce who receives a request from a patient for alternative communication will refer the request to the Privacy Official (or designee).
2. The Privacy Official (or designee) will determine the reasonableness of the request on the basis of the administrative difficulty of complying with the request.
3. The Privacy Official (or designee) will agree to the request if it is “reasonable,” as defined above.
4. The Privacy Official (or designee) will document what decision was made, and the rationale for the decision. If applicable, the Privacy Official (or designee) will also document how BHHF proposes to comply with the request.
5. The Privacy Official (or designee) will confer with other members of the workforce, as appropriate, to determine whether BHHF can comply with the request without unreasonable administrative difficulty, and to determine how BHHF will comply with the request.

REFERENCE: 45 CFR §§ 164.522(b), 164.502(h)

Effective Date: 4/14/03

Dates Revised:



Jerome E. Lovrien, Commissioner, Bureau for Behavioral Health and Health Facilities