



How to Manage a Patient's Request for Amendment of PHI

The HIPAA Privacy Rule grants patients the right to request an amendment to their protected health information (PHI) that is part of the designated record set.

Each person working with our patients' health information is responsible for understanding and following our process for handling Requests for Amendment.

Key points to remember:

We require our patients to place their Request for Amendment of PHI in writing and a form they can use can be downloaded from the University's HIPAA website (patients do not have to use this form, however).

Washington University must act on the request no later than 60 days after we have received the written request.

If we agree to the requested changes, we need to let the patient know the record has been amended and determine if we need to send a copy of the amended note to others who may have received the original note.

If we are not able to grant the requested amendment, we need to let the patient know in writing that their request has been denied and why. The patient then has the right to provide us with a statement of disagreement which then becomes part of their record.

All Requests for Amendments must be reported to the HIPAA Privacy Office so that the Privacy Office may take the appropriate action to address the patient's request in accordance with the HIPAA Privacy Rule.

By following a few basic tips listed below, handling a patient's request for amendment of their health information can be easy and compliant.

Basic Information:

A request for amendment can arise in a variety of ways such as through a direct request to the provider, a phone call to the front desk, or a patient complaint. Listen for key words like "I disagree with what the doctor wrote", "I've never been treated for XXX", or "I need something changed in my medical record".

Many clinical areas have the Amendment Request form available at the front desk or check in area of the clinic. The form along with our policy and procedure for Amendment Requests can be downloaded from the University's HIPAA website, hipaa.wustl.edu.

For questions, call the HIPAA Privacy Office or direct the patient to call the HIPAA Privacy Office, at 747-4975 or 1-866-747-4975.

Next Steps

Provide the patient with a copy of the Request for Amendment form.

The completed form needs to be submitted to the HIPAA Privacy Office either by the patient or University staff so that the request may be considered and responded to within the appropriate timelines.

The HIPAA Privacy Office will work with the provider that created the note to review the request for amendment. Once a determination is made, the HIPAA Privacy Office will communicate the decision in writing to the patient.