



Defense Health Agency Protected Health  
Information Management Tool  
(PHIMT)

Training Reference: User Guide  
Version 3.0

March 2011

*Any data herein that may be construed as personal information is fictitious and intended for training and operational purposes only.*

Last Edited: 3/3/2011

Protected Health Information Management Tool  
User Manual

TABLE OF CONTENTS

1.0	INTRODUCTION TO PHIMT.....	4
1.1	PHIMT USER PERMISSIONS .....	4
1.2	PHIMT USER ROLES .....	5
1.2.1	PRIVACY SPECIALIST.....	6
1.2.2	REGULAR USER.....	6
1.2.3	USER ADMIN.....	6
1.3	PHIMT SYSTEM REQUIREMENTS .....	6
1.3.1	BROWSER REQUIREMENTS .....	6
1.3.2	PLUG-INS .....	7
2.0	ACCESSING AND USING PHIMT.....	7
3.0	UNDERSTANDING PHIMT SCREENS .....	10
3.1	SCREEN FEATURES.....	10
3.1.1	DATE.....	10
3.1.2	NAVIGATIONAL OPTIONS .....	10
3.1.3	STATUS BOX .....	10
3.1.4	ACTIVITY HYPERLINKS.....	11
3.1.5	PHIMT SCREEN TABS.....	11
3.1.6	SCREEN TITLE .....	11
3.1.7	DISPLAY SCREEN/APPLICATION WINDOW .....	11
3.2	PHIMT ERROR MESSAGES .....	12
4.0	MHS DATA REPOSITORY .....	12
4.1	ACCESSING PATIENT ACCOUNTS .....	13
4.2	DUPLICATE ACCOUNTS.....	14
4.3	PATIENT PROFILE .....	14
5.0	PRIVACY SPECIALIST FUNCTIONALITY.....	15
5.1	USER TAB ACTIVITIES .....	15
5.1.2	MY PROFILE .....	15
5.1.3	MY REQUESTS .....	17
5.1.4	MY WORKLIST .....	17
5.1.5	SWITCH ORGANIZATION .....	17
5.2	PATIENT TAB ACTIVITIES .....	18
5.2.1	PATIENT SEARCH.....	18
5.2.2	CREATE A PATIENT .....	20
5.2.3	CREATE AN ALTERNATIVE PHONE NUMBER .....	23
5.3	PRIVACY SPECIALIST ACTIVITIES .....	24
5.3.1	RECORD DISCLOSURE .....	25
5.3.2	APPROVE DISCLOSURES.....	29
5.3.3	AMEND A DISCLOSURE.....	31
5.3.4	RECORD A REQUEST FOR AN ACCOUNTING OF DISCLOSURES .....	33
5.3.5	APPROVE ACCOUNTING OF DISCLOSURES .....	37
5.3.6	GENERATE AN ACCOUNTING OF DISCLOSURES REPORT.....	39
5.3.7	CREATE A SUSPENSION.....	40
5.3.8	RECORD A SIMPLE DISCLOSURE.....	43
5.3.9	RECORD COMPLAINTS .....	49
5.3.10	RECORD A DISCLOSURE RESTRICTION.....	58
5.3.11	GENERATE AUTHORIZATIONS .....	61
5.3.12	SIGN AN AUTHORIZATION .....	65
5.3.13	REVOKE AN AUTHORIZATION.....	67
5.3.14	ADMINISTRATIVE SUMMARY REPORTS .....	69
6.0	REGULAR USER FUNCTIONALITY .....	71
6.1	USER TAB ACTIVITIES.....	71
6.2	PATIENT TAB ACTIVITIES.....	71
6.3	REQUESTS TAB ACTIVITIES .....	71

Protected Health Information Management Tool  
User Manual

6.3.1	RECORD A DISCLOSURE REQUEST .....	72
6.3.2	UPDATE PATIENT ADDRESS .....	78
6.3.3	RECORD A SIMPLE DISCLOSURE REQUEST .....	80
6.3.4	RECORD AN ACCOUNTING OF DISCLOSURES REQUEST .....	86
6.4	REQUESTER TAB ACTIVITIES .....	91
6.4.1	REQUESTER SEARCH.....	91
6.4.2	REQUESTER REQUESTS.....	93
6.4.3	REQUESTER PROFILE.....	94
6.4.4	REQUESTER SUMMARY .....	95
7.0	USER ADMIN FUNCTIONALITY .....	97
7.1	ESTABLISH WORKFLOW .....	97
7.2	QUEUE SETUP .....	100
7.3	REQUESTER FAVORITES .....	102
8.0	GLOSSARY .....	108
9.0	USER ROLE PERMISSIONS.....	112

## 1.0 INTRODUCTION TO PHIMT

The Privacy Rule of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 requires covered entities to safeguard patients' medical records. The Department of Defense (DoD) regulation, DoD 6025.18-R, Health Information Privacy Regulation, implements the Privacy Rule for the Military Health System (MHS).

The Privacy Rule requires a covered entity to maintain a history of when and to whom disclosures of Protected Health Information (PHI) are made. The MHS, as a covered entity, must be able to provide an accounting of those disclosures to an individual upon request. Authorizations and Restrictions from an individual to a covered entity are included in the information required for tracking purposes.

In accordance with DoD 6025.18-R, military treatment facilities (MTFs), as covered entities within the MHS, must provide an accounting of disclosures within 60 days of a request. If the MTF cannot honor an accounting of disclosures within the 60-day period, it must provide information to the requester as to the reason for the delay and expected completion date. The MTF may extend the time to provide the accounting by no more than 30 days. Only one extension is permitted per request.

To comply with these requirements, Defense Health Agency (DHA) created an electronic disclosure-tracking tool. The Protected Health Information Management Tool (PHIMT) stores information about all disclosures, authorizations, and restrictions that are made for a particular patient. PHIMT has a functionality built into it that can provide an accounting of disclosures. This tool is available for MHS covered entities, including MTFs.

### 1.1 PHIMT User Permissions

Each user is assigned to one or more organization(s), which is defined as a logical or physical entity such as an MTF, a Military Service, or DHA.

PHIMT permissions are based on status-level relationships within Service Groups. These Service Groups consist of the Army, Navy, Air Force, and Coast Guard. Anyone in a given Service Group can be granted access to information required to perform his or her duties. Specific roles have corresponding permissions that determine who will have access to what information. Individuals with PHIMT roles have access to information required for job performance as well as access to information accessible to those roles with fewer permissions. No individual will be granted access to information needed to perform duties that require a higher set of permissions. Those in roles with the highest levels of permissions will have access to all information within their Service Group. An individual within any Service Group may not be granted access to information in any other Service Group.

For example, DHA, Group A the top tier, occupies those roles with the highest levels of permissions. Individuals in this group are granted access to all information within their Service Group. Individuals Group B the second tier, do not have access to the information accessible to those in the top tier since they occupy roles requiring a lower level of permissions. However,

## Protected Health Information Management Tool User Manual

Group B does not have access to the information in Group C, comprised of roles requiring even lower permission levels. The third tier, Group C, is comprised of offices and command centers within the Service Groups. This tier can only access information necessary for the individual to complete his or her responsibilities. The individual does not have access to information within the higher tiers. There is absolutely no viewing of an individual's information outside of his or her own Service Group.

### 1.2 PHIMT User Roles

A role is a named collection of permissions. Roles allow users with the same permissions to be grouped under a unique name. PHIMT roles include Regular User, User Admin, Privacy Specialist, and Tool Admin.

- A Regular User is a general role with basic functionality. This role can create disclosures and authorization requests that can be routed on to a Privacy Specialist.
- A User Admin is a local administrator for a MTF or a designated Service. The e-mail account administrators will handle this role for each MTF or Service.
- A Privacy Specialist is the Privacy Officer or designee at an MTF or Service level. This role allows the user to maintain disclosure reporting, approve/deny disclosure requests, amend requests, restrict, and suspend disclosures, and to generate associated letters.
- A Tool Administrator has global access to the application and will be maintained by the PHIMT Help Desk. This role allows the user to configure roles within MTFs, and create permissions within the application.

Within an organization, each user can have one or more role(s). A user can have the same roles in multiple organizations, or different roles in multiple organizations. Roles are inherited through permission levels

NOTE: An individual's particular user role will determine the level of PHIMT activities he or she is authorized to perform. Different user roles are authorized to access different tabs in the tool.

The Privacy Office is responsible for granting PHIMT Users access to certain departments that manage PHI based on the user's degree of permissions. Some of the departments that the Privacy Officer may wish to grant access include, but are not limited to:

- Medical records
- Release of information
- Patient advocate
- Patient's rights
- Privacy office

Some or all individuals within these departments may also be designated as Regular Users or Privacy Specialists.

## Protected Health Information Management Tool User Manual

### 1.2.1 Privacy Specialist

In PHIMT, the Privacy Specialist is usually a Privacy Officer within the facility or a designee at an MTF or Service level. This role allows the user to maintain disclosure reporting, approve/deny disclosure requests, amend requests, restrict and suspend disclosures, and issue complaints.

The Privacy Specialist understands how the MTF manages disclosures. Disclosure requests may be routed from a Regular User to the Privacy Specialist or from one Privacy Specialist to another. This process helps establish working relationships between the different PHIMT users.

### 1.2.2 Regular User

The Regular User can create disclosure and authorization requests that can later be routed to a Privacy Specialist. He or she can review patient profiles, record an accounting of disclosure request, and revoke authorizations.

### 1.2.3 User Admin

The User Admin will create User-to-User Relationships as directed by the Privacy Officer. A collaborative effort is required to ensure the release of PHI is managed within PHIMT. Before establishing any relationships, the Privacy Officer will have an understanding of the way the MTF manages disclosures, the key individuals involved in the release of information and tracking of disclosures, and the approval process. A complimentary knowledge base will come from you and your understanding of how to create a workflow by routing the requests of a Regular User to a Privacy Specialist and from a Privacy Specialist to another Privacy Specialist, if necessary. Multiple User-to-User Relationships can be established throughout the facility.

## 1.3 PHIMT SYSTEM REQUIREMENTS

Before using PHIMT, it is necessary to understand and ensure the operating requirements are met. PHIMT has specific requirements for the operating system, browser, and plug-ins. In particular, PHIMT requires a Microsoft Windows operating system: Windows XP (home, professional), Windows 2000 (standard, professional, advanced), or Windows 98.

NOTE: Windows NT works with PHIMT in most cases, but some limitations may exist.

### 1.3.1 Browser Requirements

PHIMT requires the use of Microsoft Internet Explorer, version 6.0 or above.

NOTE: Cookies and JavaScript should be enabled (these items are enabled in a default browser installation).

# Protected Health Information Management Tool User Manual

## 1.3.2 Plug-Ins

PHIMT requires the use of Adobe Acrobat, version 6.0 or above. The application will also work with version 5.0 but the latest version is recommended.

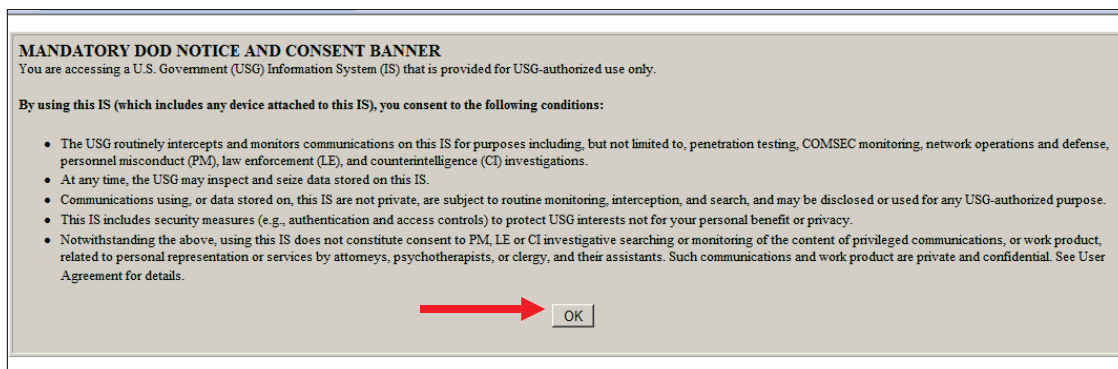
**NOTE:** To display the generated letters and reports in the browser, the Adobe Acrobat Plug-in is required. This is normally installed with Adobe Acrobat Reader. Download Adobe Acrobat for free at <http://www.adobe.com>.

## 2.0 ACCESSING AND USING PHIMT

Now that you have an understanding of why PHIMT was developed, are familiar with its capabilities and system requirements, and understand your role, you are ready to access the application.

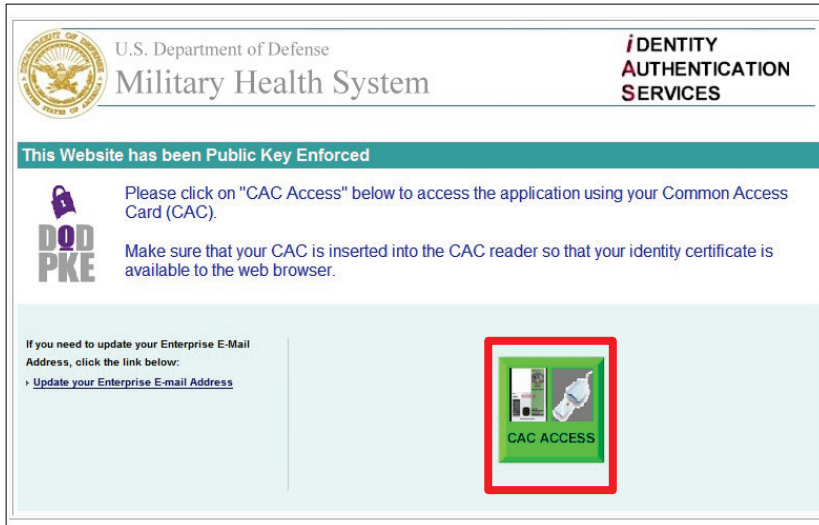
To login to the PHIMT application:

1. Enter the URL for PHIMT into the Web browser,  
<https://tma-phimt.csd.disa.mil/hipaax>

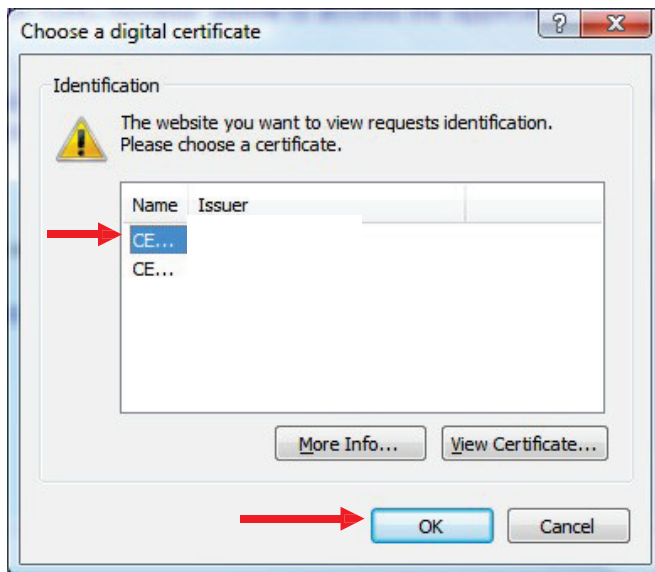


2. Read the DoD Notice and Consent Banner.
3. Click on the OK button.

# Protected Health Information Management Tool User Manual

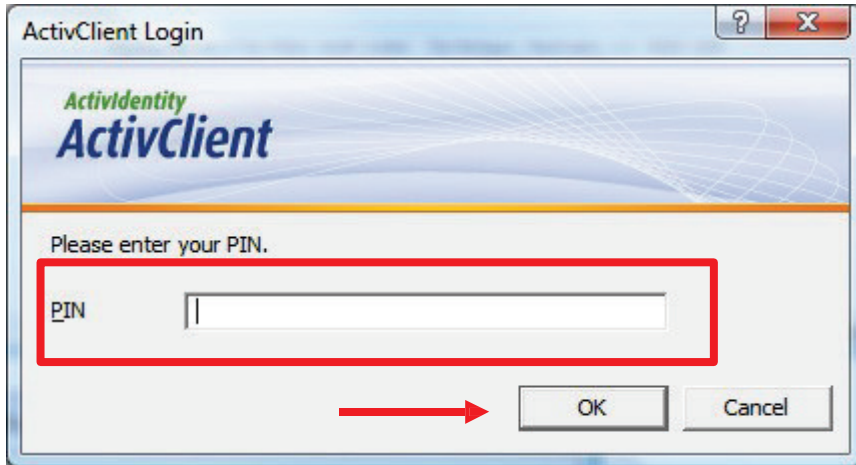


4. Click on the Green CAC Access button.
5. Select CAC Identification.
6. Click on the OK button.





## Protected Health Information Management Tool User Manual



7. Enter CAC PIN.
8. Click on the OK button.



9. Read the Notice and Terms of Use.
  10. Click on the Accept button.
- Upon successful login you will be brought to the PHIMT User Tab.

## 3.0 UNDERSTANDING PHIMT SCREENS

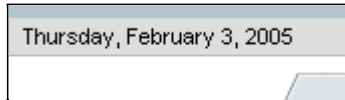
Each tab of the PHIMT screens contains some basic information that will be helpful to you when performing the various activities.

### 3.1 SCREEN FEATURES

There are many features to the PHIMT screen that you can use to navigate your way through the many disclosure activities you will perform. These features are discussed here.

#### 3.1.1 Date

The date displays the current weekday, month, day, and year in the upper left corner of the PHIMT screen.



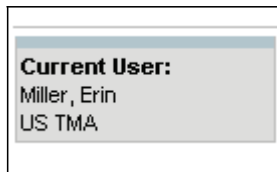
#### 3.1.2 Navigational Options

Navigational options, such as logoff, provide directional hyperlinks that will help you to proceed through the PHIMT application. They are located in the upper right hand corner of the PHIMT screen.



#### 3.1.3 Status Box

The gray status box shows current information and is located in the upper left hand corner of all PHIMT screens. The box displays the current user, user information such as organization and assigned role, patient information, and information about what disclosure activity is currently being performed. This information is updated when making inputs for various activities.



### 3.1.4 Activity Hyperlinks

The activity hyperlinks are located under the status box, on the left hand side of the PHIMT screen. This listing consists of hyperlinks for activities that can be performed while in a specific “tab.” The hyperlinks may include: My Profile, My Requests, or My Worklist; depending on which tab you are using. Your user role will determine specific hyperlinks listed.



### 3.1.5 PHIMT Screen Tabs

PHIMT screen tabs are labels that are located at the top of the display screen. The tabs serve as file folders for different groupings of activities. The specific tabs will vary depending on what role you are assigned.

- Privacy Specialist tabs includes: Patient, User, Admin, Requests, Requester
- Regular User tabs includes: Patient, User, Requests, Requester
- User Admin tabs includes: User, Admin. Each tab allows for different activities.

### 3.1.6 Screen Title

The screen title is located directly under the tabs and above the display screen. This is the title of the particular screen being displayed (ex. user worklist, patient search results).



### 3.1.7 Display Screen/Application Window

The display screen/application window is the PHIMT user’s work area. These screens contain various fields in which to provide required information for proceeding through the PHIMT activities. To assist with data input, PHIMT provides text boxes, windows, calendar icons, and drop down menus. All features may not be on a particular user screen:

## Protected Health Information Management Tool User Manual

- Radio buttons – Radio buttons appear as black dots to indicate selection. You can toggle the buttons between selected and not selected.
- Check marks – Check marks are used to indicate a done or un-done status. You can toggle the marks between checked and unchecked.
- Drop down menus – Drop down menus provide the user with a list of possible selections from which to choose. Clicking on a particular selection causes it to be selected and appear in the “window.” You can change a selection by clicking the arrow on the menu box and then clicking on a different item.
- Text boxes – Text boxes are empty fields in which you can provide information. At times, this data is requested as additional comments or for supplemental information.
- Calendar icons – Calendar icons are provided to make it easier for you to input required dates. Date inputs are specific dates chosen by you to clarify time limits on various PHIMT activities. Choose a date by selecting the arrow in the date window. A calendar icon appears for easy inputs. Click on the desired date or use the arrows near the month and year headings to display a date not currently shown. The date you select will appear in the date window.
- Action buttons – Action buttons are used to guide you through the PHIMT steps and processes. Click on these buttons to proceed through various activities. Examples of these buttons include: Next, Save, Create, and Update.

NOTE: These features will be discussed when they are used in an activity.

### 3.2 PHIMT ERROR MESSAGES

PHIMT issues error messages when an entry or selection is not appropriate or complete. The message begins “Error(s) have occurred” and then follows with a bulleted list of the errors. For example, if you try to route an activity to someone who does not have access to that information, or you are not authorized to route the information to that particular person, PHIMT will display a message indicating that you do not have the authority to perform that task. If you have not provided information for all the required data fields, PHIMT will issue a message indicating that information is missing. Once the error has been corrected, you can proceed to the next step in the PHIMT activity.

### 4.0 MHS DATA REPOSITORY

PHIMT has an automatic monthly upload of patient demographic information from the Military Health System (MHS) Data Repository (MDR). This avoids the need for Users to manually enter patient demographics information prior to recording a disclosure, thus significantly decreasing the time needed to record a disclosure. In addition, this capability decreases the likelihood of erroneous information entering PHIMT and increases the reliability and accuracy of the information it contains.

## 4.1 ACCESSING PATIENT ACCOUNTS

Now that the MDR data has been implemented in the PHIMT, the patient demographics will not need to be manually entered. When searching for a patient, all patient records in the MDR and PHIMT that meet your search criteria will be returned. The word “New” will appear next to all records that are from the MDR.

<u>Test, Tonya</u>	<b>new</b>	224414478	224664223	1973-09-15	P.O. Box 42 Howardsville, VA 24562-0042
EDIPN:1046194728					
<u>Test, Vanessa</u>		121489	538394984	1998-04-16	125 Granby Pl Portland, TX 78374-1407
EDIPN:1086820702					
<u>Test, Virginia</u>		62141	177308169	1939-12-27	12475 Highgate Ln Gloucester, VA 23061-2649
EDIPN:1034250320					
<u>Test, Weekend</u>		62139	266090002	1965-10-01	Undefined
EDIPN:1268571627					
<u>Test, William</u>		121488	318743051	318743051	1982-07-01 527 I Ave Sheppard Afb, TX 76311-2502
EDIPN:1264557700					

**Other options:**  
[Adjust your search criteria and try again.](#)  
[Create a new Patient record.](#)

**NOTE:** When available, the address in the MDR will supersede the address in the PHIMT, unless the address in the MDR is blank. If the address in the MDR does not match the address in the PHIMT, the address in the MDR will be the default address. If there is not an address listed in the PHIMT, the address from the MDR Data will be used.

Once the patient record has been selected by clicking directly on the name of the patient, the record will be given a PHIMT Patient ID number, rather than being labeled as “New.”

Monday, April 19, 2010 Patient Search Logoff

Patient | User | Admin | Requests | Requester

**Current Patient:**  
Test, Rebecca  
03/13/1984  
EDIPN:1385132766

**Patient Search Results**

Search Results - Click on the name to select a person

Name	ID	SSN	Sponsor SSN	Birth Date	Address
<b>Test, Rebecca</b>	208939	271905664	274864759	1984-03-13	1445 Beaver Creek Ln Kettering, OH 45429-3703

EDIPN:1385132766

**Other options:**  
[Adjust your search criteria and try again.](#)  
[Create a new Patient record.](#)

■ Patient Search

## 4.2 DUPLICATE ACCOUNTS

When using the PHIMT to access a patient's account, the EDIPN is used as the unique identifier. If there are two patients with the same SSN but different EDIPNs in the PHIMT and/or MDR data, both accounts will display, clicking on the patient name will select appropriate account.

Monday, April 19, 2010 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Test, Alice  
05/05/1928

**Patient Search Results**  
Error(s) have occurred:  
■ At least one record already exists that appears to be the same person

Link to an Existing Record - Click on the name to select a person

Name	ID	SSN	Sponsor SSN	Birth Date	Address
<a href="#">Test, Alice</a>	208945	168226481	176325586	1928-05-05	13980 N Oracle Rd Tucson, AZ 85739

Create a new Record -- Click on the name to select a person

Name	ID	SSN	Sponsor SSN	Birth Date	Address
<a href="#">Test, Alice</a>	new	168226481	176325586	1928-05-05	13980 N Oracle Rd Tucson, AZ 85739-4259

Other options:  
[Adjust your search criteria and try again.](#)  
[Create a new Patient record.](#)

## 4.3 PATIENT PROFILE

All patient profiles that are taken from the MDR will be labeled with "Imported from TCL" to show that the information has been imported.

Current Patient:  
Test, Alexis  
11/25/2003  
EDIPN:1271043763

**Patient Profile | Person Details**

\* Name (Last) (First) (Middle) (Sr./Jr.)  
Test, Alexis

\* Type  
Patient

EDIPN (DoD EDI Person Identifier)  
1271043763

\* SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
803 - 94 - 9516

\* Sponsor SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
318 - 74 - 3051

System ID (the identifier created by this system for the person)  
62140

\* Birth Date (birth date in MM/DD/YYYY format)  
11 / 25 / 2003

Email (example: johnf@yahoo.com)

Alternate Communication Instructions (special instructions to send correspondence to the person)

Comments (general comments about or for the person)  
Imported from TCL

## 5.0 PRIVACY SPECIALIST FUNCTIONALITY

As a Privacy Specialist, you have the highest level of functionality and responsibility within the system. The following information will provide you with step-by-step instructions for approving requests that have been routed to you from a Regular User.

Your role as Privacy Specialist requires you to perform various PHIMT activities. The steps for performing these activities will be presented here and include the following:

- Approve a Request
- Create a Suspension
- Record a Complaint

## 5.1 USER TAB ACTIVITIES

The hyperlinks on the User tab allow you to perform “desk duties” such as updating your user profile information, viewing requests you have made, and viewing your tasks, and switching your organization. A discussion on using the User tab hyperlinks follows.

### 5.1.2 My Profile

The My Profile hyperlink brings you to the User Profile screen (shown below). This screen allows you to update or change your personal information such as: password, phone number, email address, signature block (used for personal or professional titles and credentials) and provide additional comments. Note the area for user roles, located on the bottom of the screen is not active. Only the PHIMT help desk has authorization to perform that activity. You also cannot change your User or System ID, user-to-user relationships, or user roles. The User Admin manages those. However, you can change backup person relationships (discussed later in the guide).

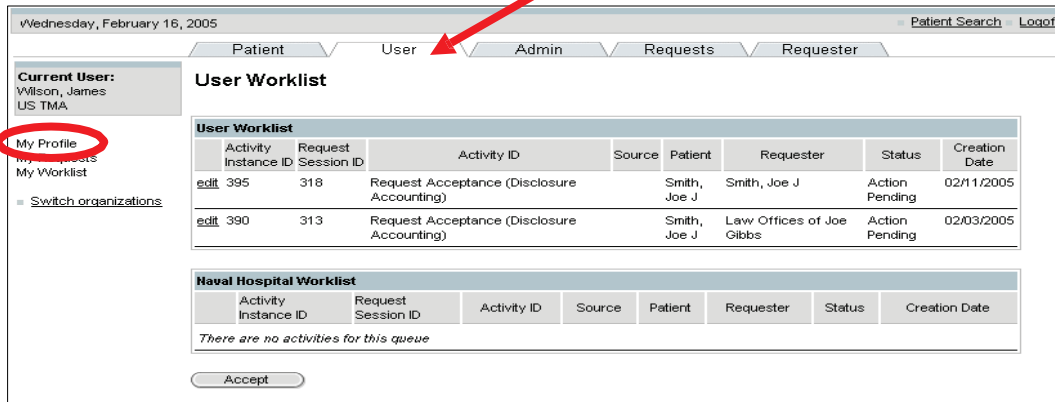
NOTE: When entering a phone number, remember that it will display on all correspondence when generated.

NOTE: PHIMT contains profiles for all users within the system. It is important to keep your personal information up to date. Therefore, you should update all personal information as it changes.

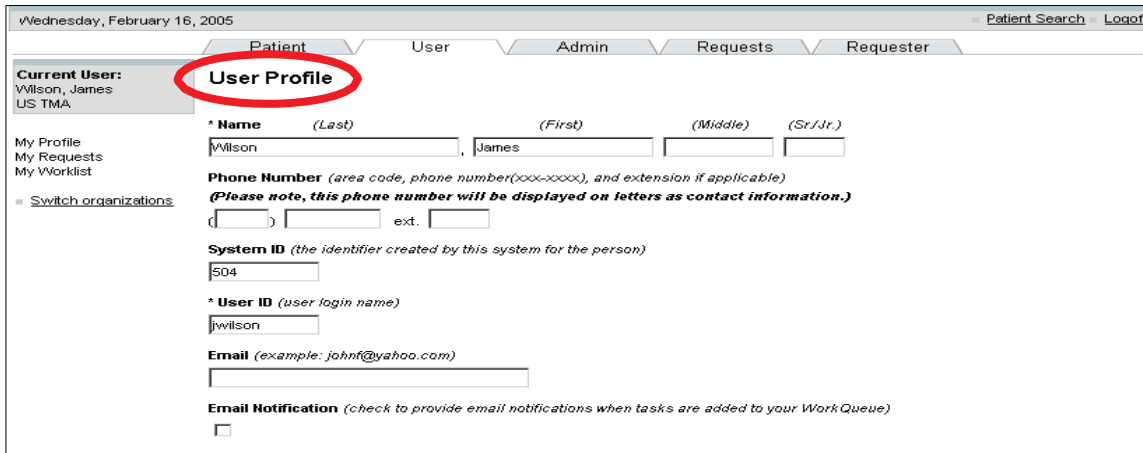
To update your user profile:

1. Select the User Tab.
2. Select the My Profile hyperlink.

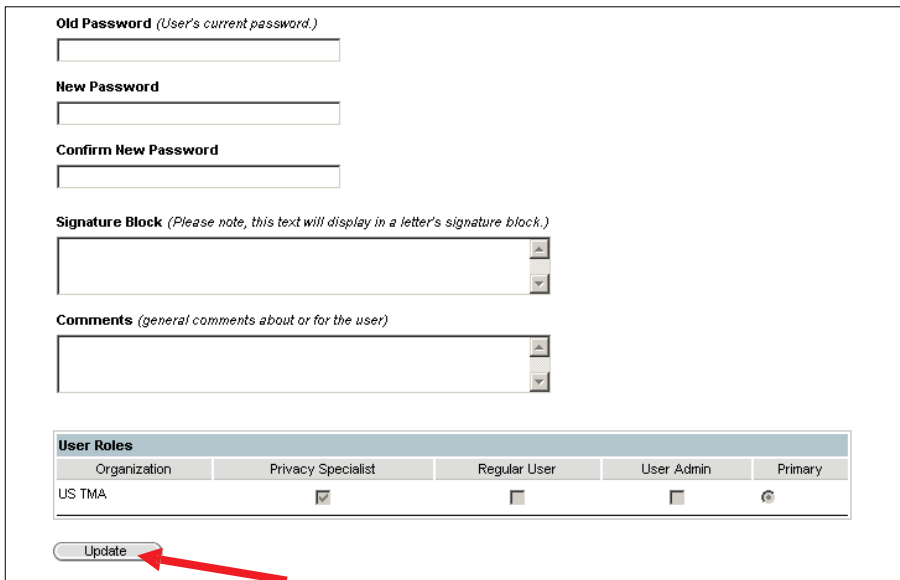
# Protected Health Information Management Tool User Manual



3. Enter your updated information in the information fields. (Changes can be made to any of the fields in the User Profile screen, except the System ID).



4. Click on the Update button.





# Protected Health Information Management Tool User Manual

- Your new information will appear in the appropriate fields.

## 5.1.3 My Requests

The My Requests hyperlink brings you to the User Requests screen that allows you to view all PHIMT activity requests that you have made. To view a detailed summary of a specific request, select the Request Session ID.

## 5.1.4 My Worklist

The My Worklist hyperlink brings you to the User Worklist screen (shown below) and allows you to view and process all requests that have a task currently assigned to you. My Worklist serves as your electronic inbox. You should review your User Worklist to verify any tasks that have been assigned to you. To view more information on a particular activity, select the Activity Instance ID for that activity.

Wednesday, February 16, 2005 Patient Search Logoff

Current User: Wilson, James  
US TMA

User Worklist

Activity Instance ID	Request Session ID	Activity ID	Source	Patient	Requester	Status	Creation Date
edit 395	318	Request Acceptance (Disclosure Accounting)		Smith, Joe J	Smith, Joe J	Action Pending	02/11/2005
edit 390	313	Request Acceptance (Disclosure Accounting)		Smith, Joe J	Law Offices of Joe Gibbs	Action Pending	02/03/2005

Naval Hospital Worklist

Activity Instance ID	Request Session ID	Activity ID	Source	Patient	Requester	Status	Creation Date
There are no activities for this queue							

Accept

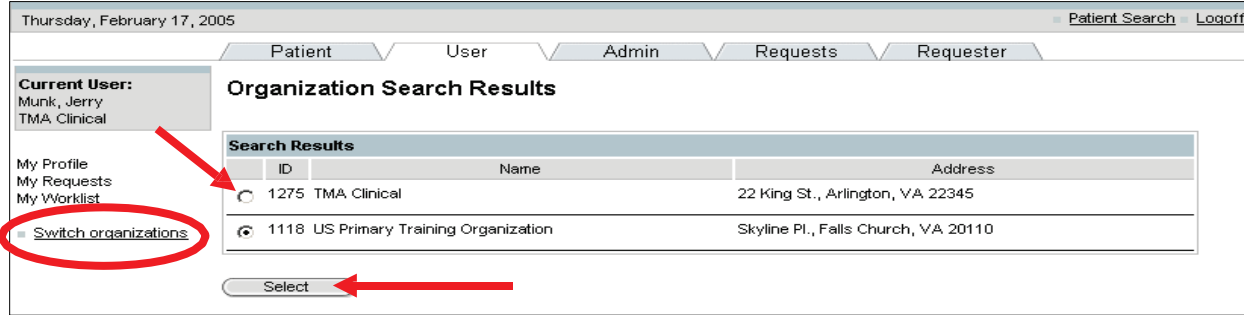
## 5.1.5 Switch Organization

The Switch Organizations link brings you to the Organization Search Results screen (shown below) and allows you to switch the status of your primary facility to a different facility, if you are assigned to more than one organization. For example, if you wanted to change your primary organization from US Primary Training Organization to DHA Clinical, just click the radio button next to the desired selection, and click Select. Your primary status change will be displayed in the status box.

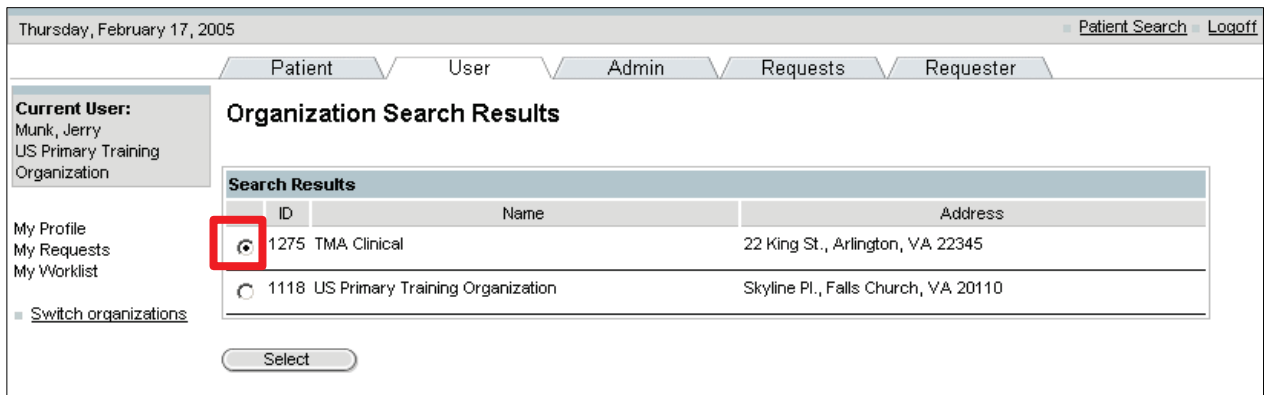
To switch your organization:

- Select the Switch organizations hyperlink on the User Tab.
- Select the organization you want using the radio button.
- Click on the Select button.

# Protected Health Information Management Tool User Manual



- The Organization Search Results screen now shows the radio button located near the facility you selected. The new selection is also reflected in the status box.



## 5.2 PATIENT TAB ACTIVITIES

The Patient tab allows you to view summaries, make requests, record disclosures and create accounting suspensions, disclosure restrictions, authorizations, and patient profiles. It also allows you to search for patients. Two of the most common activities performed on the Patient tab are Patient Search and Create Patient. We will focus on these two activities here. The more complex Privacy Specialist activities using the Patient tab will be discussed in the Privacy Specialist Activities section.

### 5.2.1 Patient Search

PHIMT allows you to use its search feature to find a patient that has already been added to the system.

To search for a patient:

1. Select the Patient Tab.
2. Enter the search criteria. (You can search for a patient by the Sponsor's SSN, by the patient's name/state, SSN, EDIPN or System ID).

# Protected Health Information Management Tool User Manual

**NOTE:** If you do not know how to spell the last name, just enter the first few letters and an asterisk. PHIMT will find the correct spelling.

3. Click on the Search button.

Monday, April 12, 2010 Patient Search [Logout](#)

Patient User Admin Requests Requester

Current Patient: None

**Patient Search**

Sponsor SSM (in ###-##-#### format, enter '000-00-0000' if not known)  
[ ] - [ ] - [ ]

- OR -

by Name/State (Last) (First)  
[ ] [ ]

(State) (Birth Date in MM/DD/YYYY format)  
[ ] [ ]

- OR -

SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
[ ] - [ ] - [ ]

- OR -

EDIPN (DoD EDI Person Identifier)  
[ ]

- OR -

by System ID (the identifier created by this system for the person)  
[ ]

**NOTE:** The search limitation within the PHIMT is 600 records. This means that if your search results in over 600 records, you will have to narrow down your search.

Current Patient: None

**Patient Search**

Error(s) have occurred:  
■ Too many results (over 600) match your search criteria, please change or provide additional criteria and resubmit.

Sponsor SSM (in ###-##-#### format, enter '000-00-0000' if not known)  
[ ] - [ ] - [ ]

- OR -

by Name/State (Last) (First)  
[ ] [ ]

(State) (Birth Date in MM/DD/YYYY format)  
[ ] [ ]

- OR -

SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
[ ] - [ ] - [ ]

- OR -

EDIPN (DoD EDI Person Identifier)  
[ ]

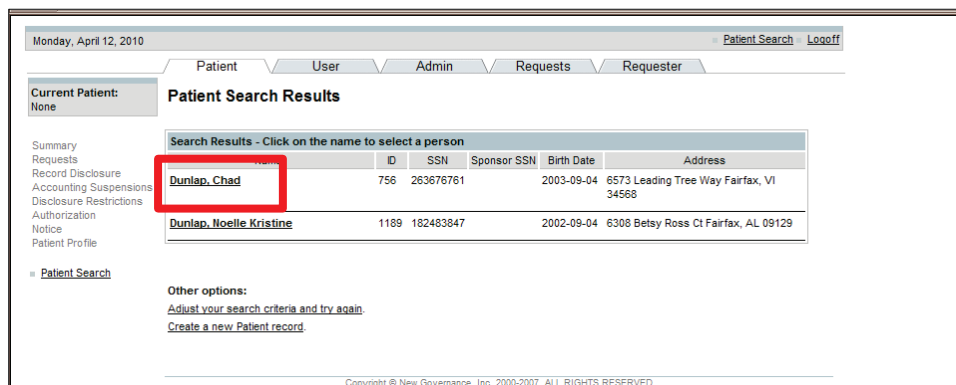
- OR -

by System ID (the identifier created by this system for the person)  
[ ]

4. Enter additional search criteria (if applicable).

# Protected Health Information Management Tool User Manual

## 5. Select the patient from the Patient Search Results screen.



- The Patient Summary Screen appears and the current patient is displayed in the status box.



### 5.2.2 Create a Patient

Since the MDR data has been added to the PHIMT, the instances where a patient will need to be added before entering a disclosure will be infrequent. When adding a new patient record, conduct a search within the system initially to ensure that the patient does not already exist. Patient records must be added to the system before disclosures, authorizations or restrictions can be documented.

To create a patient:

1. Select the Patient Tab.
2. Select the Patient Search hyperlink.

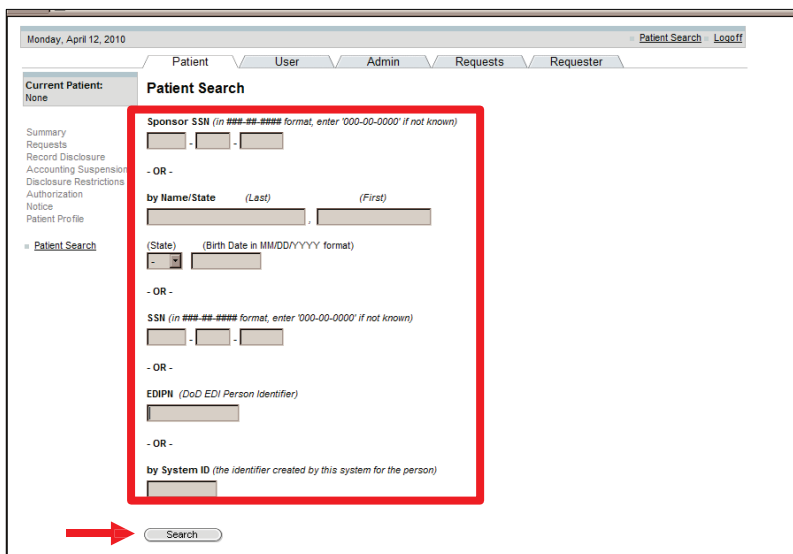
# Protected Health Information Management Tool User Manual



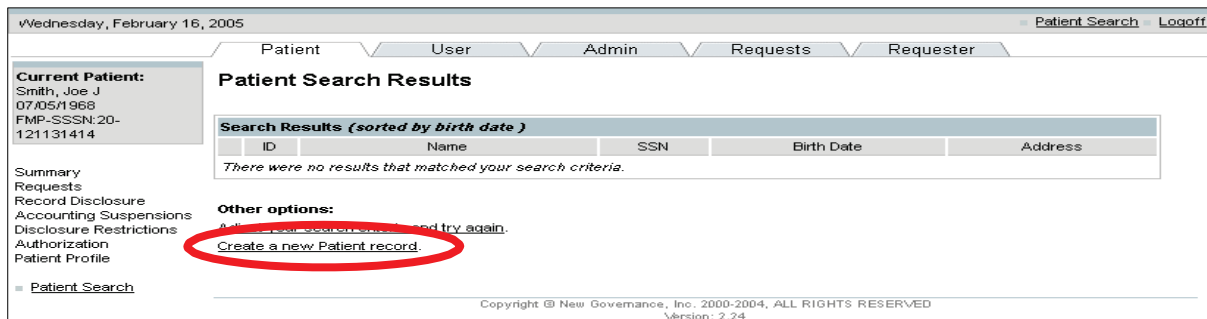
3. Enter the patient search criteria. (You can search for a patient by the Sponsor's SSN, by the patient's name/state, SSN, EDIPN or System ID).

**NOTE:** If you do not know how to spell the last name, just enter the first few letters and an asterisk. PHIMT will find the correct spelling.

4. Click on the Search button.



5. If no results matched your search, select the "Create a New Patient Record" hyperlink.



# Protected Health Information Management Tool User Manual

6. Enter the patient's information: name, type, EDIPN, SSN, Sponsor SSN, birth date and email address.

Person Details

\* Name (Last) (First) (Middle) (SR/Jr.)  
Test , Amanda

\* Type  
Patient

EDIPN (DoD EDI Person Identifier)  
090963869

\* SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
234 - 45 - 6789

\* Sponsor SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
138 - 81 - 0188

System ID (the identifier created by this system for the person)  
0

\* Birth Date (birth date in MM/DD/YYYY format)  
09 / 04 / 1980

Email (example: john@yahoo.com)

Alternate Communication Instructions (special instructions to send correspondence to the person)

Comments (general comments about or for the person)

Save

**NOTE:** All required fields are marked with an asterisk.

7. Click on the Save button.
8. Enter the Address Details (USA or International format).
9. Click on the Save button.

Address Details

Address Format (APO and FPO address should use USA format)  
 USA  International

\* Address Line 1 (the primary address line)  
23 Baily Street

Address Line 2 (normally a suite or apartment)

\* City (city name, or APO or FPO)  
Alexandria

\* State (two character state identifier: IL, MN, CO, etc., or AA,AE,AP for APO/FPO)  
VA

\* Postal Code (USA: #####-####)  
22345 -

Comments (general comments about or for the address)

Save

Address Details

Address Format (APO and FPO address should use USA format)  
USA   International

Country (country name)  
Antigua

International Address Line 1

International Address Line 2

International Address Line 3

Comments (general comments about or for the address)

Save

# Protected Health Information Management Tool User Manual

- The patient summary screen for the new patient will appear. (The patient is brand new so no specific patient information will be displayed at this time.) The information is also displayed in the status box.

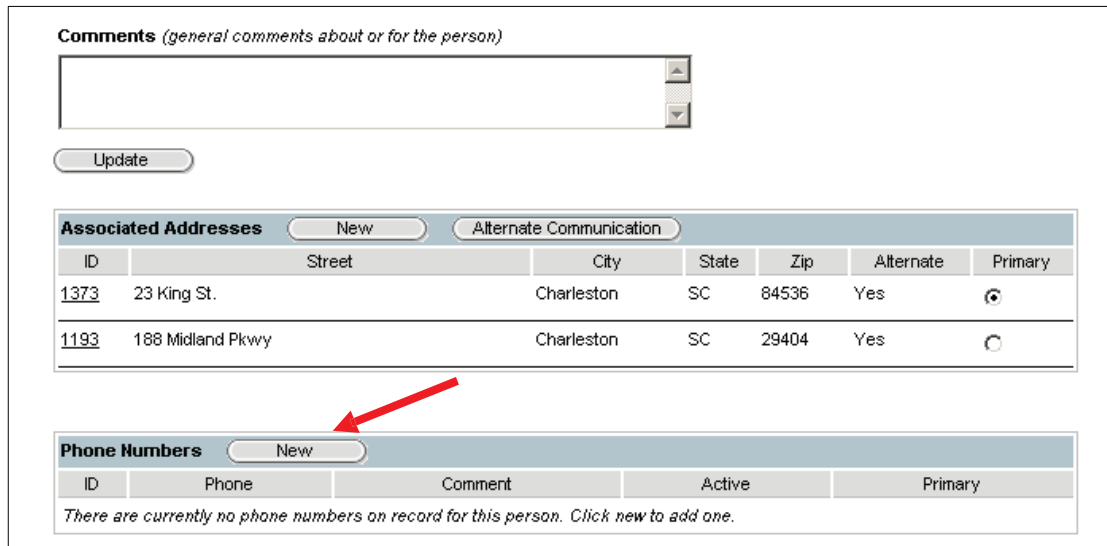


## 5.2.3 Create an Alternative Phone Number

Individuals have the right to request an alternative telephone number for receiving communications related to their PHI. An alternative telephone number can be created by Regular Users and Privacy Specialists.

To create an alternative telephone number:

1. Scroll to the bottom of the Patient Details screen.
2. Click on the New button next to Phone Numbers.



- The Phone Number Details screen will display (choose the USA or International format).

# Protected Health Information Management Tool User Manual

3. Enter the phone number and enter any comments.

4. Click on the Save button.

Tuesday, January 25, 2005

Patient User Admin Requests Requester

Current Patient: Smith, Joe J  
07/05/1968  
FMP-SSSN-20-121131414

Summary  
Requests  
Record Disclosure  
Accounting Suspensions  
Disclosure Restrictions  
Authorization  
Patient Profile

Phone Number Details

Phone Format  
USA  International

Phone Number (area code, phone number, and extension if applicable)  
(803) 435 - 6789 ext.

Comments (general comments about or for the phone)  
This is a cell phone number with voice mail.

Active (Is this an active phone? Inactive phones are going to be removed from display and archived.)

Save

Tuesday, January 25, 2005

Patient User Admin Requests Requester

Current Patient: Smith, Joe J  
07/05/1968  
FMP-SSSN-20-121131414

Summary  
Requests  
Record Disclosure  
Accounting Suspensions  
Disclosure Restrictions  
Authorization  
Patient Profile

Phone Number Details

Phone Format  
USA  International

Phone Number (enter country-code, area code and phone number together, followed by the extension)  
 ext.

Comments (general comments about or for the phone)

Active (Is this an active phone? Inactive phones are going to be removed from display and archived.)

Save

- The phone number you added will appear on the Patient Details screen.

Alternate Communication Instructions (special instructions to send correspondence to the person)  
Send all info to alternate address

Comments (general comments about or for the person)

Update

Associated Addresses

ID	Street	City	State	Zip	Alternate	Primary
1373	23 King St.	Charleston	SC	84536	Yes	<input checked="" type="radio"/>
1193	188 Midland Pkwy	Charleston	SC	29404	Yes	<input type="radio"/>

Phone Numbers

ID	Phone	Comment	Active	Primary
483	(803) 435-6789	This is a cell phone number with voice mail.	Yes	<input checked="" type="radio"/>

## 5.3 PRIVACY SPECIALIST ACTIVITIES

This section will focus on the more complex Privacy Specialist activities including: approving disclosures, approving accounting of disclosures, recording complaints, recording disclosure restrictions, generating authorizations, revoking authorizations, and performing accounting suspensions. Instructions for performing these activities are provided in this section.



### 5.3.1 Record Disclosure

The Privacy Specialist can use either the Disclosure Request or the Disclosure hyperlink to record disclosures. The Disclosure Request allows for forwarding the disclosure for approval or denial. The Disclosure hyperlink allows for immediate approval or denial.

If you're using the Disclosure Request you can enter Action Requested from the Action drop down menu, route it to your own worklist for later approval/denial, or route it to another Privacy Specialist.

If you're using the disclosure hyperlink you can complete the Disclosure in the Disclosure Status Field. Select Save when you have completed all fields pertaining to the disclosure.

**NOTE:** The Disclosure Type and Disclosure Purpose cannot be set to Undefined.

To record a disclosure:

1. Select the Patient Tab.
2. Enter the patient search criteria. (You can search for a patient by the Sponsor's SSN, by the patient's name/state, SSN, EDIPN or System ID).
3. Click on the Search button.
4. Select the patient from the Patient Search Results screen.
5. Click on the Select button.
  - The Patient Summary screen appears.

**NOTE:** The steps 1-5 for recording a disclosure are the same as steps 1-5 in section 5.2.1 Patient Search. Refer to section 5.2.1 Patient Search for screen displays of steps 1-5.

6. Select the Record Disclosure hyperlink on the Patient Summary screen.



# Protected Health Information Management Tool User Manual

7. Select the Disclosure Frequency radio button.
8. Click on the Change button to change or update the requester.

Monday, October 8, 2007 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Test, Osqqo  
10/17/1924  
ED:9672881967  
FMP-SSSN:03-111097267

**Record Disclosure**

Fields marked with an asterisk (\*) are required.

\* **Disclosure Frequency** (the frequency, periodicity, or number of disclosures made)  
 Single Disclosure  Multiple Disclosures for the same Purpose

\* **Requester** (the organization or person requesting the disclosure)

Name:  
Address:  
Phone:  
Contact Person:

\* **Requester Identity Verified** (was the requester's identity verified?)

9. Select the requester.

Thursday, February 3, 2011 Patient Search Logoff

Patient User Admin Requests Requester

**Current Request:**  
Disclosure

Select Patient Select Requester Request Details Disclosure Details Request Action

1 2 3 4 5

Create New Request  
Search for a Request

**Requester Search**

Choose one of the following options:

A. **Select the Patient** (the request is being made by the Patient themselves)  
Dunlap, Chad

B. **Select a Third-Party Organization** (a third-party requester, such as a law enforcement agency or insurance company)  
Law Offices of Joe Gibbs, 1411 Jefferson Davis, Arlington, VA 20220

C. **Search for a Person** (search for another person, or add a new one\*)  
Name (Last) (First) An "\*" may be used as a wildcard.  
System ID (the identification number created by this system for the person)  
EDIPI (an external identifier for the person)  
 Include Patient Records  
 Include Non-Patient Records

D. **Search for an Organization** (search for another organization, or add a new one\*)  
Name (All or part of the name of the organization. An "\*" may be used as a wildcard.)  
DMIS Code (the external identifier for the organization)

10. Record the Disclosure details: requester authority, form, date, recipient, and disclosure type.

**NOTE:** The disclosure description will automatically be populated when the disclosure type is selected.

**NOTE:** All required fields are marked with an asterisk.

# Protected Health Information Management Tool User Manual

## 11. Select the Disclosure Status from the drop-down box

\* **Requester Identity Verified** (was the requester's identity verified?)  
Patient Identifier: [dropdown]  
Description of Requester Identity Verification (required if requester identity verification was defined as 'other')  
[text area]  
\* **Request Date** (the disclosure request date in MM/DD/YYYY format)  
10/08/2007 [calendar icon]  
\* **Recipient** (the organization or person where the disclosure went) [Change]  
Name: Smith, Joe J  
Address: 100 Beach Blvd., Isle Of Palms, SC 29450-1234  
Phone: (803) 435-8789  
Contact Person:  
\* **Disclosure Type** (the type of disclosure)  
Inmates in Correctional Institutions or in Custody [dropdown]  
**Disclosure Description** (a read-only description and example of the disclosure type selected above)  
A correctional institution or a law enforcement official having lawful custody of an inmate or other individual PHI about such inmate or individual, if the correctional institution or such law enforcement official represents that such protected health information is necessary  
[text area]  
→ **Disclosure Status** (the status of the disclosure)  
Cancelled [dropdown]  
Cancelled  
Complete  
Pending  
Undefined

## 12. Scroll down the screen and enter: disclosure date, origin organization, disclosure purpose, and PHI description.

[Complete] [dropdown]  
\* **Disclosure Date** (the disclosure date in MM/DD/YYYY format)  
01/27/2005 [calendar icon]  
**Treatment Start Date** (the treatment or service start date in MM/DD/YYYY format)  
01/03/2005 [calendar icon]  
**Treatment End Date** (the treatment or service end date in MM/DD/YYYY format)  
01/06/2005 [calendar icon]  
**Treatment Identifier** (the treatment or service identifier)  
[text area]  
\* **Origin Organization** (where the disclosure originated)  
LUS TMA [dropdown]  
\* **Disclosure Purpose** (the purpose of the disclosure)  
Law Enforcement [dropdown]  
Other:  
[text area]  
\* **Protected Health Information Description** (the description of the Protected Health Information disclosed)  
 Complete Health Record(s)  
 Consultation Report(s)  
 Discharge Summary  
 History and Physical Examination  
 Laboratory Test(s)  
 Operative Report(s)  
 Pathology Report(s)  
 Progress Notes  
Other:  
[text area]

## 13. Scroll down to the bottom of the screen and click on the Save button.

# Protected Health Information Management Tool User Manual

Laboratory Test(s)  
 Operative Report(s)  
 Pathology Report(s)  
 Progress Notes

Other:

**Disclosure Comments** *(the INTERNAL comments for this disclosure - these do NOT show up in the Protected Health Information disclosure report)*

**Improper Disclosure** *(checked if this disclosure occurred improperly)*

**Improper Disclosure Description** *(the details about the improper disclosure)*

**Improper Disclosure Mitigation** *(the details about how the improper disclosure was mitigated)*

←

- The disclosure is now complete and only the disclosure comments and improper fields can be updated.

Thursday, January 27, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Smith, Joe J  
07/05/1968  
FMP-SSN:20-121131414

**Record Disclosure**

**This disclosure (ID #286) was created on 01/27/2005 at 11:09:57 AM EST, and last updated on 01/27/2005 at 11:09:57 AM EST.**

**Requester** *(the organization or person requesting the disclosure)*  
Name: Smith, Joe J  
Address: 23 King St., Charleston, SC 84536  
Phone: (803) 435-6789  
Contact Person:

**Requester Authority** *(the authority of the requester)*

**Request Form** *(the form of the disclosure request)*

**Request Date** *(the disclosure request date in MM/DD/YYYY format)*

\* **Recipient** *(the organization or person where the disclosure went)*  
Name: Law Offices of Joe Gibbs  
Address: 1411 Jefferson Davis, Arlington, VA 20220  
Phone:  
Contact Person:

Summary  
Requests  
Record Disclosure  
Accounting Suspensions  
Disclosure Restrictions  
Authorization  
Patient Profile

■ Patient Search

**NOTE:** To view the disclosure:

- Select the user tab
- Select My Requests hyperlink
- The disclosure is displayed in the User Request box
- To view specific details of the disclosure, select the Request Session ID for that particular request

Protected Health Information Management Tool  
User Manual

NOTE: To Amend Disclosures:

Once a disclosure has a disclosure status of completed, the only way to amend it is by assigning it as an Improper Disclosure. For information on Improper Disclosures, see section 9.3 Amend Disclosures.

NOTE: Disclosures with Special Circumstances:

When making multiple disclosures for the same patient, and for the same purpose, record all information in one disclosure record. Record the disclosure as stated in the previous steps using the following guidance.

Guidance for Completing Disclosure with Special Circumstances	
Data Field	Data to be Provided
Information Start Date	Provide the date for which the disclosure request begins
Information End Date	Leave blank if unknown or insert the date for one year later
Disclosure Date	Insert the date of the first disclosure
Treatment Start Date	Insert the date on which the treatment began
Treatment End Date	Leave blank
Disclosure Purpose/Other	Select Disclosure Purpose from the drop down menu and if applicable, insert text to indicate the frequency of disclosure and the number of disclosures to be made in addition to any other pertinent information such as the name of the report it will support

If there is no end date, be sure to report that there is no end date at this time and therefore the disclosure record will expire in one year. At that time, if the regular disclosures are still ongoing, then a new disclosure record will be created.

NOTE: Remember that the text entered in this field does appear on reports and correspondence generated by the PHIMT.

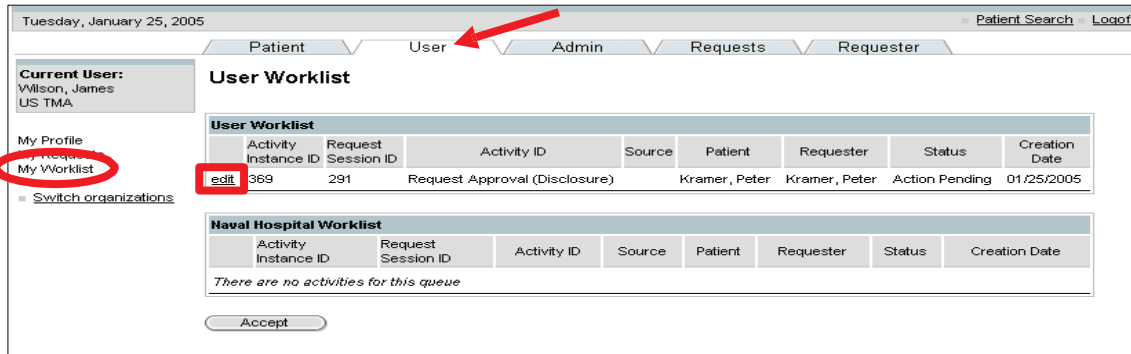
### 5.3.2 Approve Disclosures

NOTE: Those disclosures recorded by you using the Record Disclosure hyperlink have already been approved. This approval activity is for those disclosures that were developed using the Record Disclosure wizard and routed to your worklist for later action.

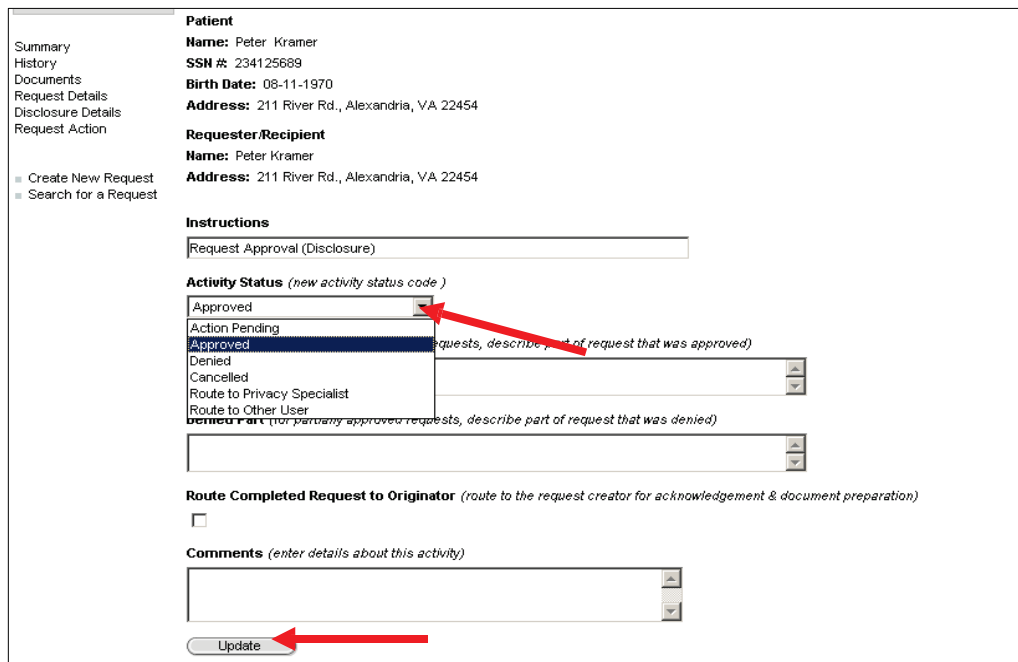
To approve a disclosure:

1. Select the User Tab.
2. Select the My Worklist hyperlink.
3. Select the Edit hyperlink for the disclosure you want to approve.

# Protected Health Information Management Tool User Manual



4. Select Approved from the Activity Status drop-down box.
5. Click on the Update button.



- The Edit Request screen appears. The approved request will display in the Request Activity History box. The status has been changed to Approved.

**NOTE:** The disclosure is no longer shown in your User Worklist.

# Protected Health Information Management Tool User Manual

Thursday, January 27, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Request:** Disclosure

**Edit Request**

Activity Instance ID	Request Session ID	Activity ID	Source	Patient Id	Requester Id	User	Status	Creation Date
369	291	Request Approval (Disclosure)		Kramer, Peter	Kramer, Peter	James Wilson	Approved	01/25/2005

**Request Session Details** Edit

Description	Details
Request Type	Disclosure
Details of the Request	
Disclosure Type	Type: Law Enforcement Purposes, ID: 268, Date: 01/25/2005
Start Date	01/25/2005
End Date	02/25/2005
PHI Items	Complete Health Record(s)
Authority Verified	Patient is Requester
Verify Authority Text	Patient is requester
Identity Verified	Patient Identifier
Verify Identity Text	license
Route to Privacy Specialist	Yes
Request Classification	Medical
Request Format	Received Request in Writing

### 5.3.3 Amend a Disclosure

As a Privacy Specialist you are authorized to label a disclosure as Improper. Once a Disclosure status is marked as completed, it can only be amended by marking it as an Improper Disclosure, which means the disclosure was made incorrectly.

To amend a disclosure:

1. Select the Patient Tab.
2. Search for and select the patient.

Monday, April 12, 2010 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:** None

**Patient Search Results**

Search Results - Click on the name to select a person

Name	ID	SSN	Sponsor SSN	Birth Date	Address
Dunlap, Chad	756	263676761		2003-09-04	6573 Leading Tree Way Fairfax, VI 34568

**Other options:**  
[Adjust your search criteria and try again.](#)  
[Create a new Patient record.](#)

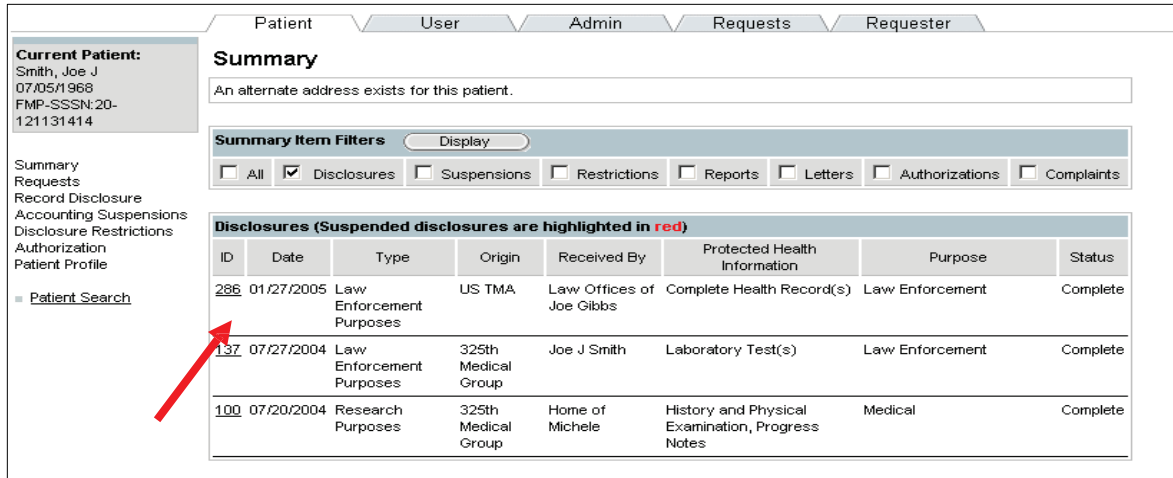
Copyright © New Governance, Inc. 2000-2007. ALL RIGHTS RESERVED  
Version: 2.50 build [ 0539 ]

3. Place a check in the Disclosures box and click on the Display button.

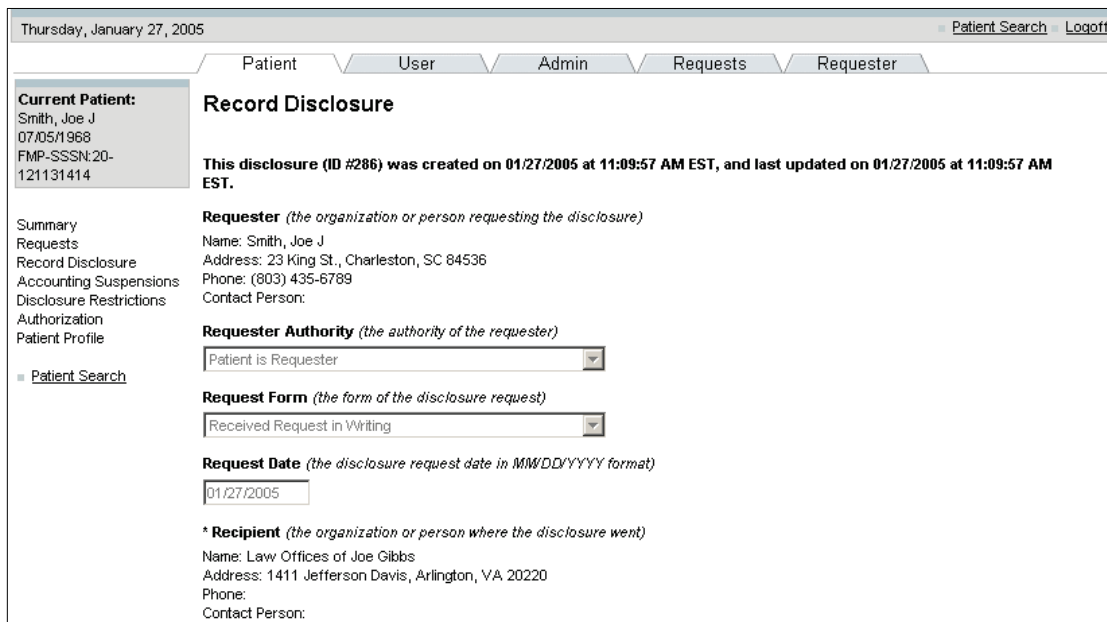
# Protected Health Information Management Tool User Manual



4. Select the ID hyperlink for the disclosure that you want to amend.



- The Record Disclosure screen will display.





Protected Health Information Management Tool  
User Manual

5. Scroll to the bottom of the screen and place a check in the Improper Disclosure checkbox.
6. Enter a description of the Improper Disclosure and mitigation.
7. Click on the Update button.

The screenshot shows a form titled "Disclosure Comments" with a sub-header "(the INTERNAL comments for this disclosure - these do NOT show up in the Protected Health Information disclosure report)". Below this is a text area. A red box highlights the "Improper Disclosure" section, which includes a checked checkbox, the "Improper Disclosure Description" field containing "sent to wrong address", and the "Improper Disclosure Mitigation" field containing "Privacy Officer spoke with patient.". A red arrow points to the "Update" button at the bottom left.

### 5.3.4 Record a Request for an Accounting of Disclosures

An individual has a right to receive an accounting of disclosures of protected health information made by a covered entity in the 6 years prior to the date that the accounting is requested— DoD 6025.18-R Chapter 13.

Both Regular Users and Privacy Specialists can record a request for an accounting of disclosures, but only Privacy Specialists can approve or deny the request.

To record a request for an accounting of disclosures:

1. Select the Requests Tab.
2. Select the Create New Request hyperlink and/or click on the radio button for Disclosure Accounting.
3. Click on the Next button.

The screenshot shows the "Create New Request" form. At the top, there is a navigation bar with tabs for "Patient", "User", "Admin", "Requests", and "Requester". A red arrow points to the "Requests" tab. Below the navigation bar, there is a "Current Request: None" section. A red circle highlights the "Create New Request" link. Below this, there is a "Select Request Type" section with four radio buttons: "Complaint", "Disclosure", "Disclosure Accounting" (which is selected and highlighted with a red square), and "Simple Disclosure Request". At the bottom, a red arrow points to the "Next" button.

# Protected Health Information Management Tool User Manual

## 4. Search for the patient.

Monday, April 12, 2010 Patient Search Logoff

Patient User Admin Requests Requester

Select Patient Select Requester Request Details Request Action

1 2 3 4

Current Request: Disclosure Accounting

Create New Request  
Search for a Request

### Patient Search

Sponsor SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
[ ] - [ ] - [ ]

- OR -

by Name/State (Last) (First)  
[ ] [ ]

(State) (Birth Date in MM/DD/YYYY format)  
[ ] [ ]

- OR -

SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
[ ] - [ ] - [ ]

- OR -

EDIPN (DoD EDI Person Identifier)  
[ ]

- OR -

by System ID (the identifier created by this system for the person)  
[ ]

Search

## 5. Select the Requester.

Thursday, February 3, 2011 Patient Search Logoff

Patient User Admin Requests Requester

Select Patient Select Requester Request Details Disclosure Details Request Action

1 2 3 4 5

Current Request: Disclosure

Create New Request  
Search for a Request

### Requester Search

Choose one of the following options:

A. Select the Patient (the request is being made by the Patient themselves)  
Dunlap, Chad Select

B. Select a Third-Party Organization (a third-party requester, such as a law enforcement agency or insurance company)  
Law Offices of Joe Gibbs, 1411 Jefferson Davis, Arlington, VA 20220 Select

C. Search for a Person (search for another person, or add a new one\*)  
Name (Last) (First) An \* may be used as a wildcard.  
[ ] [ ]  
System ID (the identification number created by this system for the person)  
[ ]  
EDIPN (an external identifier for the person)  
[ ]  
 Include Patient Records  
 Include Non-Patient Records  
Search

D. Search for an Organization (search for another organization, or add a new one\*)  
Name (All or part of the name of the organization. An \* may be used as a wildcard.)  
[ ]  
DMIS Code (the external identifier for the organization)  
[ ]  
Search

## 6. Confirm the requester and recipient details.

## 7. Click on the Next button.

# Protected Health Information Management Tool User Manual

Thursday, January 27, 2005 Patient Search - Logout

Patient User Admin Requests Requester

Current Request: Disclosure Accounting

Select Patient **Select Requester** Request Details Request Action

1 2 3 4

Create New Request  
Search for a Request

### Confirm Requester and Recipient Details

**Patient:** Joe J Smith  
**Date of Birth:** 1968-07-05  
**SSN:** 121131414  
**Address:** 23 King St., Charleston, SC 84536

**Requester:** Joe J Smith [change](#)  
**Address:** 23 King St., Charleston, SC 84536 [Add New](#)

**Recipient:** Same as requester  
[set a different recipient](#)

Back Next

8. Enter the Request Details: details of the request, identity verification, and authority verification.
9. Scroll down the screen and enter: Information start and end date, request format, and request classification.
10. Click on the Next button.

**Requester Authority Verified** (was the requester's authority to access information verified?)  
Patient is Requester

**Description of Requester Authority Verification** (if the requester's authority was verified, how was it verified?)  
Patient is requester

**Information Start Date** (the start date for the information in MM/DD/YYYY format)  
12/15/2004

**Information End Date** (the end date for the information in MM/DD/YYYY format)  
01/20/2005

**Request Format** (the format in which this request has been received)  
Received Request in Writing

**Request Classification** (an optional classification for this request)  
Attorney

Back Next

11. Enter in the Request Action Details.
12. From the Action Drop-down box, select the appropriate person to route the request to.

## Protected Health Information Management Tool User Manual

The Request Action window provides you with various accounting disclosure actions, which are shown in this table:

Accounting for Disclosures - Request Actions	
Action	Description
Route to My Worklist	Allows you to place it in your worklist to follow up when appropriate
Process Request Now	Allows you to place it in your worklist for approval
Deny Request Now	Allows you to deny the disclosure
Route to Privacy Specialist	Allows you to pass the disclosure on to another Privacy Specialist to be processed, as established in a User-to-User Relationship
Route to Other User	Allows you to pass the disclosure back to another user to process the letter generation after approving or denying the request, as established in a User-to-User Relationship

13. Click on the Save button.

- The Request Summary screen will display.

### 5.3.5 Approve Accounting of Disclosures

A patient may ask for an Accounting of Disclosures at any time. PHIMT allows for a quick reporting of this accounting.

To approve an accounting of a disclosure:

1. Select the User Tab.
2. Select the My Worklist hyperlink.
3. Select the Edit hyperlink for the disclosure accounting that you want to approve.

Thursday, January 27, 2005 Patient Search Logoff

Patient **User** Admin Requests Requester

**Current User:**  
Wilson, James  
US TMA

My Profile  
**My Request**  
**My Worklist**  
Switch organizations

### User Worklist

Activity Instance ID	Request Session ID	Activity ID	Source	Patient	Requester	Status	Creation Date
<a href="#">edit</a> 85	308	Request Acceptance (Disclosure Accounting)	Smith, Joe J	Smith, Joe J	Smith, Joe J	Action Pending	01/27/2005

### Naval Hospital Worklist

Activity Instance ID	Request Session ID	Activity ID	Source	Patient	Requester	Status	Creation Date
<i>There are no activities for this queue</i>							

Accept

- The Edit Activity Details screen will display.
4. Select Accepted from the Activity Status drop-down box.
  5. Click on the Update button.

# Protected Health Information Management Tool User Manual

Thursday, January 27, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Request:** Disclosure Accounting

**Edit Activity Details**

**Patient**  
**Name:** Joe Smith  
**SSN #:** 121131414  
**Birth Date:** 07-05-1968  
**Address:** 23 King St., Charleston, SC 84536

**Requester/Recipient**  
**Name:** Joe J Smith  
**Address:** 23 King St., Charleston, SC 84536

**Instructions**  
 Request Acceptance (Disclosure Accounting)

**Activity Status** (new activity status code)  
 Accepted  
 Action Pending  
 Accepted (for previously approved requests, describe part of request that was approved)  
 Denied  
 Cancelled  
 Route to Privacy Specialist  
 Route to Other User  
 Denied (for previously approved requests, describe part of request that was denied)

**Comments** (enter details about this activity)

Update

- The Disclosure Accounting Request screen will display with the approved accounting of disclosures.

**NOTE:** The accounting disclosure (Activity Instance ID 85) is no longer shown in your User Worklist.

Thursday, January 27, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Request:** Disclosure Accounting

**Disclosure Accounting Request**

**Reportable Disclosures** (checked disclosures will be included in the disclosure accounting report, suspended disclosures are highlighted in red)

Include	Disclosure ID	Date	Type	Origin	Receiving Entity	PHI	Purpose	Status
<input checked="" type="checkbox"/>	266	01/27/2005	Law Enforcement Purposes	US TMA	Law Offices of Joe Gibbs	Complete Health Record(s)	Law Enforcement	Complete
<input checked="" type="checkbox"/>	137	07/27/2004	Law Enforcement Purposes	325th Medical Group	Joe J Smith	Laboratory Test(s)	Law Enforcement	Complete
<input checked="" type="checkbox"/>	100	07/20/2004	Research Purposes	325th Medical Group	Home of Michele	History and Physical Examination, Progress Notes	Medical	Complete

**Disclosures Accounting Suspensions**

Suspension ID	Suspended Disclosure	Identifier	Start Date	End Date	Comments
26	The specific disclosure of type <b>Law Enforcement Purposes</b> that occurred on <b>07/27/2004</b> with a disclosure ID of <b>137</b>		07/27/2004	07/27/2004	

Create

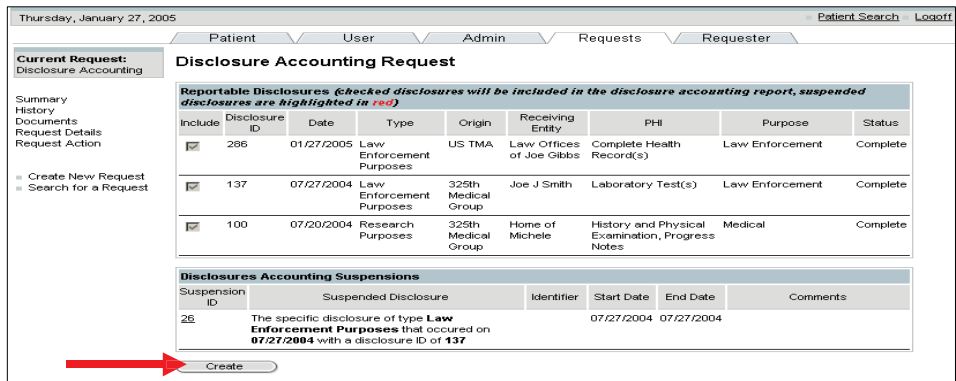
5.3.6 Generate an Accounting of Disclosures Report

An accounting of disclosures report is a summary of all of the disclosures made for a particular patient. Once a request has been approved, an accounting of disclosures report can be generated. Pending disclosures will not display in the report.

The Privacy Specialist has the option to route the report back to the originator.

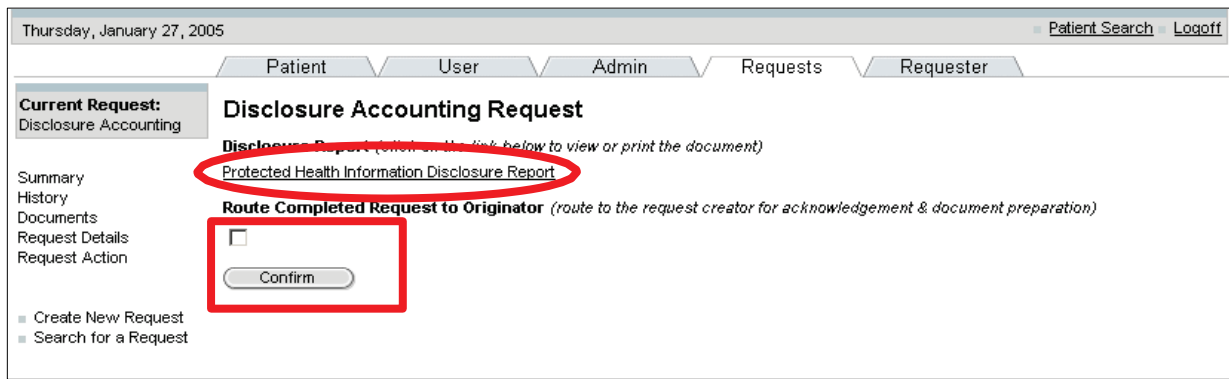
To generate an Accounting of Disclosures Report:

1. From the Disclosure Accounting Request screen, click on the Create button to generate the report.



2. Select the “Protected Health Information Disclosure Report” hyperlink to create the report.

**NOTE:** If you want to route the completed request back to the originator, place a check in the box and click on confirm.



- The Accounting of Disclosures Report will display.

# Protected Health Information Management Tool User Manual

**Protected Health Information Disclosure Report**

Prepared for: Joe J Smith  
Requested from: US TMA  
Generated on: 01-27-2005

Disclosure ID:	286
Date:	2005-01-27
Disclosure Type:	Law Enforcement Purposes - Law Enforcement Purposes
Disclosure Purpose:	Law Enforcement
Disclosed Health Information:	Complete Health Record(s)
Disclosure Originated From:	US TMA Five Skyline Place, 5111 Leesburg Pike, Falls Church, VA 22041-3206
Disclosure Recipient:	Law Offices of Joe Gibbs 1411 Jefferson Davis, Arlington, VA 20220
Disclosure Requester:	Smith, Joe J 23 King St., Charleston, SC 84536

Disclosure ID: 137

## 5.3.7 Create a Suspension

The covered entity shall temporarily suspend an individual's right to receive an accounting of disclosures to a health oversight agency or law enforcement official... DoD 6025.18-R C13.1.2.1 Two types of disclosures can be suspended: Law enforcement purposes and Health oversight activities. Privacy Specialists have the ability to enter an accounting suspension in two ways: Specific disclosure and Type of disclosure. As a best practice, it is recommended that users enter in an accounting suspension using the Specific disclosure hyperlink. Once a suspension has been entered, all users can view it.

To create a suspension:

1. Search for and select a patient record.
2. Select the Accounting Suspensions hyperlink.

Sunday, January 30, 2005 Patient Search Logout

Patient User Admin Requests Requester

**Current Patient:**  
Kramer, Peter  
08/11/1970  
FMP-SSSN:30-  
211126767

**Summary**

Summary Item Filters Display

All  Disclosures  Suspensions  Restrictions  Reports  Letters  Authorizations  Complaints

Summary  
Requests  
Accounting Suspensions  
Disclosures  
Authorization  
Patient Profile

Copyright © New Governance, Inc., 2000-2004, ALL RIGHTS RESERVED  
Version: 2.24

■ Patient Search



# Protected Health Information Management Tool User Manual

## 3. Select the Specific Disclosure hyperlink.

Sunday, January 30, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Kramer, Peter  
08/11/1970  
FMP-SSSN:30-211128767

### Accounting Suspensions

Suspension ID	Suspended Disclosure	Identifier	Start Date	End Date	Comments
---------------	----------------------	------------	------------	----------	----------

**Create New Accounting Suspension**

For the current Patient, suspend their disclosure accounting rights for a **specific disclosure**. Use this to suspend a single disclosure.

For the current Patient, suspend their disclosure accounting rights for a **type of disclosure**. Use this to suspend more than one disclosure of a particular type.

Summary  
Requests  
Record Disclosure  
Accounting Suspensions  
Disclosure Restrictions  
Authorization  
Patient Profile

■ Patient Search

Copyright © New Governance, Inc. 2000-2004. ALL RIGHTS RESERVED  
Version: 2.24

## 4. Click on the radio button for the disclosure you want to suspend.

## 5. Enter the suspension details: requesting statement and form, justification, and start and end date.

**NOTE:** All required fields are marked with an asterisk.

Sunday, January 30, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Kramer, Peter  
08/11/1970  
FMP-SSSN:30-211128767

### Accounting Suspension

**Patient Disclosures (Suspended disclosures are highlighted in red)**

Suspend	Disclosure ID	Date	Type	Origin	Receiving Entity	PHI	Purpose	Status
<input checked="" type="radio"/>	268	01/25/2005	Law Enforcement Purposes	US TMA	Peter Kramer	Complete Health Record (s)	Law Enforcement	Complete

**\* Requesting Statement** (The agency or official statement requesting the Patient suspension. If the request is oral, this must include the identity of the agency or official making the statement)

as requested by attorney

**Form of Requesting Statement** (The form of the statement requesting suspension)

Written  Oral

**\* Justification** (mandatory comments explaining the justification for the Patient suspension)

directed by attorney

**\* Start Date** (The start date from which the disclosure will not be reported to the Patient in MM/DD/YYYY format)

01/11/2005

**\* End Date** (The end date after which time the Patient will be able to access the disclosure in MM/DD/YYYY format)

01/26/2005

## 6. Scroll to the bottom of the screen and click on the Save button.

# Protected Health Information Management Tool User Manual

**Form of Requesting Statement** *(The form of the statement requesting suspension)*

Written  Oral

\* **Justification** *(mandatory comments explaining the justification for the Patient suspension)*

directed by attorney

\* **Start Date** *(The start date from which the disclosure will not be reported to the Patient in MM/DD/YYYY format)*

01/30/2005

\* **End Date** *(The end date after which time the Patient will be able to access the disclosure in MM/DD/YYYY format)*

02/05/2005

**Identifier** *(The OPTIONAL identifier for the suspension, could be a case number, warrant number, subpoena ID, etc.)*

**Comments** *(OPTIONAL general comments about or for the Patient)*

Save

7. Select the Summary hyperlink.

Sunday, January 30, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Kramer, Peter  
08/11/1970  
FMP-SSSN:30-  
211128767

**Accounting Suspension**

**Patient Disclosures (Suspended disclosures are highlighted in red)**

Suspend	Disclosure ID	Date	Type	Origin	Receiving Entity	PHI	Purpose	Status
<input checked="" type="checkbox"/>	268	01/25/2005	Law Enforcement Purposes	US TMA	Peter Kramer	Complete Health Record (s)	Law Enforcement	Complete

\* **Requesting Statement** *(The agency or official statement requesting the Patient suspension. If the request is oral, this must include the identity of the agency or official making the statement)*

as requested by attorney

**Form of Requesting Statement** *(The form of the statement requesting suspension)*

Written  Oral

\* **Justification** *(mandatory comments explaining the justification for the Patient suspension)*

directed by attorney

8. Check the Suspensions checkbox.

9. Click on the Display button.

- The Disclosure that you suspended will display in the Disclosure Accounting Suspensions section.

# Protected Health Information Management Tool User Manual

Sunday, January 30, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Kramer, Peter  
08/11/1970  
FMP-SSSN:30-  
211128767

**Summary**

Summary Item Filters Display

All  Disclosures  Suspensions  Restrictions  Reports  Letters  Authorizations  Complaints

**Disclosure Accounting Suspensions**

Suspension ID	Suspended Disclosure	Identifier	Start Date	End Date	Comments
88	The specific disclosure of type <b>Law Enforcement Purposes</b> that occurred on <b>01/25/2005</b> with a disclosure ID of <b>268</b>		01/30/2005	02/05/2005	

Summary  
Requests  
Record Disclosure  
Accounting Suspensions  
Disclosure Restrictions  
Authorization  
Patient Profile

■ Patient Search

Copyright © New Governance, Inc. 2000-2004, ALL RIGHTS RESERVED  
Version: 2.24

## 5.3.8 Record a Simple Disclosure

A Simple Disclosure Request provides the ability for Multiple Disclosure Accounting. A covered entity may account for multiple disclosures with a single entry if the MTF has made multiple disclosures of PHI to the same person or entity for a single purpose. Some examples include: a series of disclosures that occur on a periodic basis such as monthly medical readiness status, dental class reports, or pre-deployment preparation reports to a commander or the commander's designee(s). Multiple disclosure is primarily used when the same disclosure occurs in a specific time period. This will allow for better tracking of multiple disclosures and users will not have to create separate single disclosures.

1. Click on the Requests Tab.
2. Click on the Simple Disclosure radio button.
3. Click on the Next button.

Monday, October 1, 2007 Patient Search Logoff

Patient User Admin Requests Requester

**Current Request:**  
None

**Create New Request**

Select Request Type

■ Create New Request  
■ Search for a Request

Complaint  
 Disclosure  
 Disclosure Accounting  
 Simple Disclosure Request

Next

4. Search for the Patient.

# Protected Health Information Management Tool User Manual

Monday, April 12, 2010 Patient Search Logoff

Current Request: Disclosure Accounting

Navigation: Patient (1) | User (2) | Admin (3) | Requests (4) | Requester

Search for a Request

**Patient Search**

Sponsor SSN (in ###-##-#### format, enter '000-00-0000' if not known)

- OR -

by Name/State (Last) (First)

(State) (Birth Date in MM/DD/YYYY format)

- OR -

SSN (in ###-##-#### format, enter '000-00-0000' if not known)

- OR -

EDIPN (DoD EDI Person Identifier)

- OR -

by System ID (the identifier created by this system for the person)

Search

5. Select patient from the Search Results screen.

Monday, April 12, 2010 Patient Search Logoff

Current Request: Disclosure Accounting

Navigation: Patient (1) | User (2) | Admin (3) | Requests (4) | Requester

Search for a Request

**Patient Search Results**

Search Results - Click on the name to select a person

Name	ID	SSN	Sponsor SSN	Birth Date	Address
Dunlap, Chad	756	263676761		2003-09-04	6573 Leading Tree Way Fairfax, VI 34568

Other options:  
[Adjust your search criteria and try again.](#)  
[Create a new Patient record.](#)

Copyright © New Governance, Inc. 2000-2007, ALL RIGHTS RESERVED  
Version: 2.50 build [ 0939 ]

6. Click on the Multiple Disclosures for the same purpose radio button. (The disclosure frequency was added to differentiate between single and multiple disclosures. It is defaulted to single).

# Protected Health Information Management Tool User Manual

■ Create New Request  
■ Search for a Request

## Disclosure Details

Fields marked with an asterisk (\*) are required.

\* Patient (the Patient to whom the disclosure applies)  
Name: Dhel Test  
SSN #: 108693548  
Birth Date: 10/28/1930  
Address: Ahruntep1277 Vinton, VA 24179-1036

\* Disclosure Frequency (the frequency, periodicity, or number of disclosures made)  
 Single Disclosure  Multiple Disclosures for the same Purpose

\* Requester (the organization or person requesting the disclosure)

Name:  
Address:  
Phone:  
Contact Person:

7. The Disclosure Frequency fields will appear.
8. Select the occurrence, start date, and end date. (Users can select from the drop-down, which includes: weekly, monthly, or annually, or they have the option to put how many times the disclosure occurs in a specified time period.)
9. Click on the Requester Change button.
10. Search for the Requester.

Thursday, February 3, 2011 Patient Search Logoff

Patient User Admin Requests Requester

Current Request: Disclosure

Select Patient (1) Select Requester (2) Request Details (3) Disclosure Details (4) Request Action (5)

### Requester Search

Choose one of the following options:


A. Select the Patient (the request is being made by the Patient themselves)  
Dunlap, Chad

B. Select a Third-Party Organization (a third-party requester, such as a law enforcement agency or insurance company)  
Law Offices of Joe Gibbs, 1411 Jefferson Davis, Arlington, VA 20220

C. Search for a Person (search for another person, or add a new one\*)

Name (Last) \_\_\_\_\_ (First) An \* may be used as a wildcard  
System ID (the identification number created by this system for the person)  
EDIPH (an external identifier for the person)

Include Patient Records  
 Include Non-Patient Records



D. Search for an Organization (search for another organization, or add a new one\*)

Name (All or part of the name of the organization. An \* may be used as a wildcard.)  
DMIS Code (the external identifier for the organization)

11. Select the Requester from the Search Results screen.

# Protected Health Information Management Tool User Manual

Monday, April 12, 2010 Patient Search Logoff

Patient User Admin Requests Requester

Current Requester: None

### Requester Search Results

Search Results - Click on the name to select a requester

Name	ID	Address
Smith, John	253	1456 Terry Ln., Warston, MT 12554
Smith, John	749	13450, Bob Wilson, San Diego, CA 92134
Smith, John 2	748	34800, Suite 4, San Diego, CA 92134-9999

Other options:  
[Adjust your search criteria and try again.](#)  
[Create a new requester as a person.](#)  
[Create a new requester as an organization.](#)

Copyright © New Governance, Inc. 2000-2007. ALL RIGHTS RESERVED  
Version: 2.50 build [ 0939 ]

12. Select the Requester Identity Verified drop-down.

13. Select the Disclosure Type from the drop-down.

**NOTE:** The disclosure description will automatically be populated when the disclosure type is selected.

\* Requester (the organization or person requesting the disclosure) Change

Name: Smith, John  
Address: 1456 Terry Ln., Warston, MT 12554  
Phone:  
Contact Person:

\* Requester Identity Verified (was the requester's identity verified?)  
Social Security Number ▼ ←

Description of Requester Identity Verification (required if requester identity verification was defined as 'other')

\* Request Date (the disclosure request date in MM/DD/YYYY format)  
05/14/2007 ▼

\* Recipient (the organization or person where the disclosure went) Change

Name: Smith, John  
Address: 1456 Terry Ln., Warston, MT 12554  
Phone:  
Contact Person:

\* Disclosure Type (the type of disclosure)  
Specialized Government Functions (Active Duty Disclosure) ▼ ←

Disclosure Description (a read-only description and example of the disclosure type selected above)  
Use and disclose the PHI of individuals who are Armed Forces personnel for activities deemed necessary by appropriate military command authorities to assure the proper execution of the military mission. The purposes for which any and all of the PHI of an individual who is a member of the Armed Forces may be used or disclosed are: 1) To determine the member's fitness for duty 2) To determine the member's fitness to perform any particular mission, assignment, order, or duty, including compliance with any actions required as a precondition to performance of such mission, assignment, order, or duty. 3) To carry out activities under the authority of DoD Directive 6490.2. 4) To report on casualties in any military operation or activity in accordance with applicable military regulations or procedures. 5) To carry out any other activity necessary to the proper execution of the mission of the Armed Forces

14. Select the Disclosure Purpose from the drop-down.

Protected Health Information Management Tool  
User Manual

15. Complete the “Other/Details” text box. (For multiple disclosures, the purpose details box must be filled in for the disclosure to be complete.)
16. Scroll down the screen and enter: PHI description and disclosure comments.

The screenshot shows a web form with the following fields and options:

- Disclosure Date** (the disclosure date in MM/DD/YYYY format): A date input field containing "06/14/2007" and a calendar icon.
- \* Origin Organization** (where the disclosure originated): A dropdown menu with "US TMA" selected.
- \* Disclosure Purpose** (the purpose of the disclosure): A dropdown menu with "Medical" selected.
- Other/Details** (\*Required for all Multiple Disclosures): A text area containing the text: "To determine the member's fitness to perform any particular mission, assignment, order, or duty, including compliance with any actions required as a precondition to performance of such mission,".
- \* Protected Health Information Description** (the description of the Protected Health Information disclosed): A list of checkboxes:
  - Complete Health Record(s)
  - Consultation Report(s)
  - Discharge Summary
  - History and Physical Examination
  - Laboratory Test(s)
  - Operative Report(s)
  - Pathology Report(s)
  - Progress Notes

If you need to attach a document to the disclosure request, follow these steps:

17. Type the document title. (If applicable)
18. Click on the browse button to attach the document. (If applicable)
19. Select Route to Privacy Specialist from the Action drop-down.
20. Click on the Save button.

# Protected Health Information Management Tool User Manual

You may attach up to three documents, with file size not exceeding 2M

**FILE 1: Document Title** (enter this document's title)

Please select a file you wish to attach

**FILE 2: Document Title** (enter this document's title)

Please select a file you wish to attach

**FILE 3: Document Title** (enter this document's title)

Please select a file you wish to attach

**Action** (action for this request)

- The Request Summary screen will display.

Monday, May 14, 2007 Patient Search Logoff

Patient User Requests Requester

**Current Request:**  
Simple Disclosure Request

Summary  
History

■ Create New Request  
■ Search for a Request

### Request Summary

**Patient**  
Name: Dhel Test  
SSN #: 108693548  
Birth Date: 10-28-1930  
Address:

**Requester/Recipient**  
Name: John Smith  
Address: 1456 Terry Ln., Warston, MT 12554

**Request Status:** Routed for Approval

**Request Creation Date:** 05/14/2007 at 03:51:49 PM EDT

**Request Last Update Date:** 05/14/2007 at 03:51:49 PM EDT

Other Request Details	
Description	Details
Request Type	Simple Disclosure Request
Disclosure Type	Type: Specialized Government Functions (Active Duty Disclosure), ID: 676, Date: 06/14/2007
Route to Privacy Specialist	Yes
Identity Verified Text	Social Security Number



### 5.3.9 Record Complaints

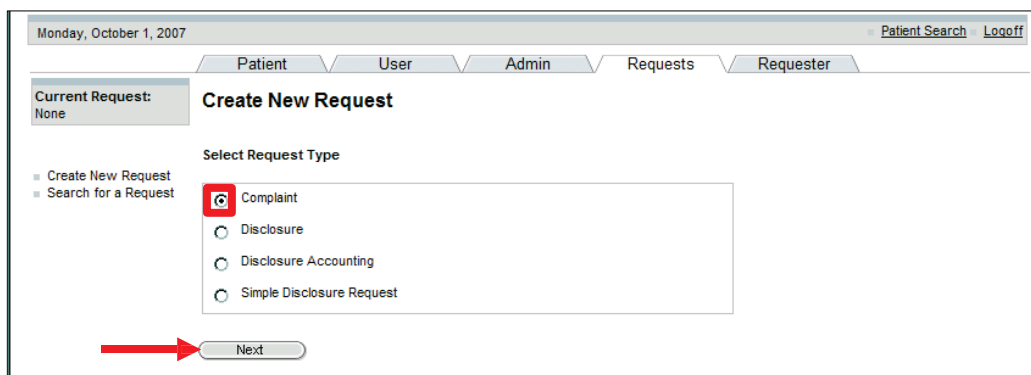
**NOTE:** To document a complaint in the PHIMT, you must complete three steps: Record the Complaint, Receive the Complaint, and Update the Complaint after the investigation.

To Record a Complaint:

1. Select the Requests Tab.



- The Create New Request Screen will appear.
2. Click the Complaint radio button.
  3. Click on the Next button.



4. Search for the patient.
5. Click on the Search button.

# Protected Health Information Management Tool User Manual

Monday, April 12, 2010 Patient Search Logoff

Patient | User | Admin | Requests | Requester

Current Request: Complainant

Select Complainant (1) | Complaint Details (2) | Documents (3) | Request Action (4)

Create New Request  
Search for a Request

**Patient Search**

Sponsor SSN (In ###-##-#### format, enter '000-00-0000' if not known)  
[ ] - [ ] - [ ]

- OR -

by Name/State (Last) (First)  
[ ] [ ]

(State) (Birth Date in MM/DD/YYYY format)  
[ ] [ ]

- OR -

SSN (In ###-##-#### format, enter '000-00-0000' if not known)  
[ ] - [ ] - [ ]

- OR -

EDIPN (DoD EDI Person Identifier)  
[ ]

- OR -

by System ID (the identifier created by this system for the person)  
[ ]

Search

## 6. Select the Patient.

Monday, April 12, 2010 Patient Search Logoff

Patient | User | Admin | Requests | Requester

Current Request: Complainant

Select Complainant (1) | Complaint Details (2) | Documents (3) | Request Action (4)

Create New Request  
Search for a Request

**Patient Search Results**

Search Results - Click on the name to select a person

Name	ID	SSN	Sponsor SSN	Birth Date	Address
Dunlap, Chad		756 263676761		2003-09-04	6573 Leading Tree Way Fairfax, VI 34568

Other options:  
[Adjust your search criteria and try again.](#)  
[Create a new Patient record.](#)

- The Complainant Details Screen will appear.

## 7. Complete the Complaint Details: complaint type, complaint date, subject and description of the complaint.

# Protected Health Information Management Tool User Manual

Monday, August 8, 2005 Patient Search Logoff

Patient User Admin Requests Requester

Current Request: Complaint

Select Complainant (1) **Complaint Details (2)** Documents (3) Request Action (4)

■ Create New Request  
■ Search for a Request

### Complaint Details

**Complainant** (the person who is making the complaint)  
**Name:** Betty Smith

**Complaint Type** (the type of complaint to create)  
Notice of Privacy Practices Complaint

**Complaint Date** (the date the complaint was received in MM/DD/YYYY format)  
08/08/2005

**Subject** (the subject of the complaint)  
Request for copy of medical record

**Complaint Description** (the description of the complaint - limited to 1020 characters)  
The medical record contained information belonging to another beneficiary. Betsy Smith's information was in Betty Smith's record. Betty Smith is concerned that her information could also be misplaced.

8. Scroll to the bottom of the screen and click on the Next button.

**Complaint Description** (the description of the complaint - limited to 1020 characters)  
The medical record contained information belonging to another beneficiary. Betsy Smith's information was in Betty Smith's record. Betty Smith is concerned that her information could also be misplaced.

**Outcome Type** (the type of outcome after complaint investigation)  
Not Selected

**Outcome Date** (the date of the complaint outcome in MM/DD/YYYY format)

**Outcome Description** (the description of the complaint outcome - limited to 1020 characters)

Back Next

9. To attach any documents, type in the document title.

10. Click on the Browse button to attach the file.

11. Click on the Next button.

# Protected Health Information Management Tool User Manual

Monday, August 8, 2005 Patient Search Logoff

Patient User Admin Requests Requester

Current Request: Complaint

1 2 3 4

Create New Request  
Search for a Request

### Documents

You may attach any document, with file size not exceeding 2M

FILE 1: Document Title (enter this document's title)  
Complaint Form

Please select a file you wish to attach  
C:\Documents and Settings\514708\Desktop\Complaint form.doc

FILE 2: Document Title (enter this document's title)

Please select a file you wish to attach

FILE 3: Document Title (enter this document's title)

Please select a file you wish to attach

- The Request Action Screen will appear.

12. Select the appropriate action from the drop-down box.

13. Click on the Save button.

Monday, August 8, 2005 Patient Search Logoff

Patient User Admin Requests Requester

Current Request: Complaint

1 2 3 4

Create New Request  
Search for a Request

### Request Action

**Patient**  
Name: Betty Smith  
SSN #: 22222222  
Birth Date: 07-03-1975  
Address: 1125 West Pleasant View Dr., Ogden, UT 98277

**Details of the Request** (requester's comments about the scope of this request)  
The medical record contained information belonging to another beneficiary. Betsy Smith's information was in Betty Smith's record. Betty Smith is concerned that her information could also be misplaced.

**Approved Part** (for partially approved requests, describe part of request that was approved)

**Denied Part** (for partially denied requests, describe part of request that was denied)

**Action** (action for this request)  
Route to My Worklist

- The Request Summary Screen will display.

# Protected Health Information Management Tool User Manual

To Receive a Complaint:

1. Select the User Tab.

Monday, August 8, 2005 Patient Search Logoff

Patient **User** Admin Requests Requester

**Current Request:** Complaint

**Request Summary**

**Patient**  
Name: Betty Smith  
SSN #: 222222222  
Birth Date: 07-03-1975  
Address: 1125 West Pleasant View Dr., Ogden, UT 98277

**Request Status:** Routed Complaint to be Received  
**Request Creation Date:** 08/08/2005 at 01:29:18 PM EDT  
**Request Last Update Date:** 08/08/2005 at 01:29:19 PM EDT

Summary  
History  
Documents  
Complaint Details

■ Create New Request  
■ Search for a Request

Other Request Details	
Description	Details
Request Type	Complaint
Details of the Request	The medical record contained information belonging to another beneficiary. Betsy Smith's information was in Betty Smith's record. Betty Smith is concerned that her information could also be misplaced.
ComplaintID	200
File1	Complaint form.doc
FileTitle1	Complaint Form

- The complaint will appear in the User Worklist.

2. Select the Edit hyperlink.

Monday, August 8, 2005 Patient Search Logoff

Patient **User** Admin Requests Requester

**Current User:** Wilson, Leah  
Primary Training  
Organization

**User Worklist**

Activity Instance ID	Request Session ID	Activity ID	Source	Patient	Requester	Status	Creation Date
<a href="#">edit</a>	755	537	Complaint to be Received	Smith, Betty		Action Pending	08/08/2005

My Profile  
My Requests  
My Worklist

■ [Switch organizations](#)

- The Edit Activity Details Screen will appear.

3. Select Received from the Activity Status drop-down box.

4. Click on the Update button.

# Protected Health Information Management Tool User Manual

Monday, August 8, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Request:** Complaint

**Edit Activity Details**

**Patient**  
**Name:** Betty Smith  
**SSN #:** 222222222  
**Birth Date:** 07-03-1975  
**Address:** 1125 West Pleasant View Dr., Ogden, UT 98277

**Instructions**  
 Complaint to be Received

**Activity Status** (new activity status code)  
 Received

**Comments** (enter details about this activity)

Update

Request Session Details	
Description	Details
Request Type	Complaint

- The Edit Request Screen will appear.

5. Select the Complaint-Received Letter hyperlink in the Letters and Attached Documents field.

Monday, August 8, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Request:** Complaint

**Edit Request**


Activity Instance ID	Request Session ID	Activity ID	Source	Patient Id	Requester Id	User	Status	Creation Date
756	537	Complaint Investigation		Smith, Betty		Leah Wilson	Action Pending	08/08/2005
755	537	Complaint to be Received		Smith, Betty		Leah Wilson	Received	08/08/2005

Request Session Details	
Description	Details
Request Type	Complaint
Details of the Request	The medical record contained information belonging to another beneficiary. Betsy Smith's information was in Betty Smith's record. Betty Smith is concerned that her information could also be misplaced.
ComplaintID	200
File1	Complaint form.doc
FileTitle1	Complaint Form

ID	Date	Title
753	08/08/2005	<a href="#">Complaint - Received Letter</a>
752	08/08/2005	<a href="#">Complaint Form</a>

- The Complaint Received Letter is generated.

# Protected Health Information Management Tool User Manual

 **DEPARTMENT OF THE NAVY**  
Primary Training Organization  
Skyline Pl.  
Falls Church, VA 20110

08 Aug 05

Betty Smith  
1125 West Pleasant View Dr.  
Ogden, UT 98277

Dear Betty Smith,

Your Health Information Complaint Form, dated 08/08/2005 has been received by the Privacy Office. I will investigate your complaint and determine any further action.

During the investigation, you may be contacted for more information. You will be notified within 30 days of the status of your complaint.

If you have any questions please contact the Primary Training Organization, Skyline Pl., Falls Church, VA 20110, .

To Update the Complaint:

1. Select the User Tab.
2. Select the Edit hyperlink.

Monday, August 8, 2005 [Patient Search](#) [Logout](#)

Patient **User** Admin Requests Requester

Current User:  
Wilson, Leah  
Primary Training  
Organization

My Profile  
My Requests  
My Worklist

[Switch organizations](#)

### User Worklist

Activity Instance ID	Request Session ID	Activity ID	Source	Patient	Requester	Status	Creation Date
<a href="#">edit</a> 756	537	Complaint Investigation		Smith, Betty		Action Pending	08/08/2005

Copyright © New Governance, Inc. 2000-2004, ALL RIGHTS RESERVED  
Version: 2.27 build [ 0918 ]

3. Select Completed from the Activity Status drop-down box.
4. Click on the Update button.

# Protected Health Information Management Tool User Manual

Monday, August 8, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Request:** Complain

**Edit Activity Details**

**Patient**  
Name: Betty Smith  
SSN #: 222222222  
Birth Date: 07-03-1975  
Address: 1125 West Pleasant View Dr., Ogden, UT 98277

**Instructions**  
Complaint Investigation

**Activity Status** (new activity status code)  
Completed

**Comments** (enter details about this activity)

Update

**Request Session Details**

Description	Details
Request Type	Complaint
Details of the Request	The medical record contained information belonging to another beneficiary. Betsy Smith's information was in Betty Smith's record. Betty Smith is concerned that her information could also be misplaced.

- The Complaint Details Screen will appear.

5. Complete the Complaint Details: type, date and description.

6. Click on the Update button.

**Complaint Description** (the description of the complaint - limited to 1020 characters)

The medical record contained information belonging to another beneficiary. Betsy Smith's information was in Betty Smith's record. Betty Smith is concerned that her information could also be misplaced.

**Outcome Type** (the type of outcome after complaint investigation)  
Substantiated

**Outcome Date** (the date of the complaint outcome in MM/DD/YYYY format)  
08/08/2005

**Outcome Description** (the description of the complaint outcome - limited to 1020 characters)

The complaint was found to be validated. Information was misfiled by the personnel and medical records department. They have been retrained on HIPAA and counseled. Policies were reviewed and strengthened.

Update

7. Select Completed from the Activity Status drop-down box.



# Protected Health Information Management Tool User Manual

8. Click on the Update button.

Monday, August 8, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Request:** Complaint

Summary  
History  
Documents  
Complaint Details

■ Create New Request  
■ Search for a Request

**Edit Activity Details**

**Patient**  
Name: Betty Smith  
SSN #: 222222222  
Birth Date: 07-03-1975  
Address: 1125 West Pleasant View Dr., Ogden, UT 98277

**Instructions**  
[Text area]

**Activity Status** (new activity status code)  
Completed

**Comments** (enter details about this activity)  
[Text area]

Update

**Request Session Details**

Description	Details
Request Type	Complaint

- The Edit Request Screen will appear.

9. Select the Substantiated Complaint Letter hyperlink.

Monday, August 8, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Request:** Complaint

Summary  
History  
Documents  
Complaint Details

■ Create New Request  
■ Search for a Request

**Edit Request**

**Request Activity History**

Activity Instance ID	Request Session ID	Activity ID	Source	Patient Id	Requester Id	User	Status	Creation Date
<a href="#">756</a>	537	Complaint Investigation		Smith, Betty		Leah Wilson	Completed	08/08/2005
<a href="#">755</a>	537	Complaint to be Received		Smith, Betty		Leah Wilson	Received	08/08/2005

**Request Session Details** Edit

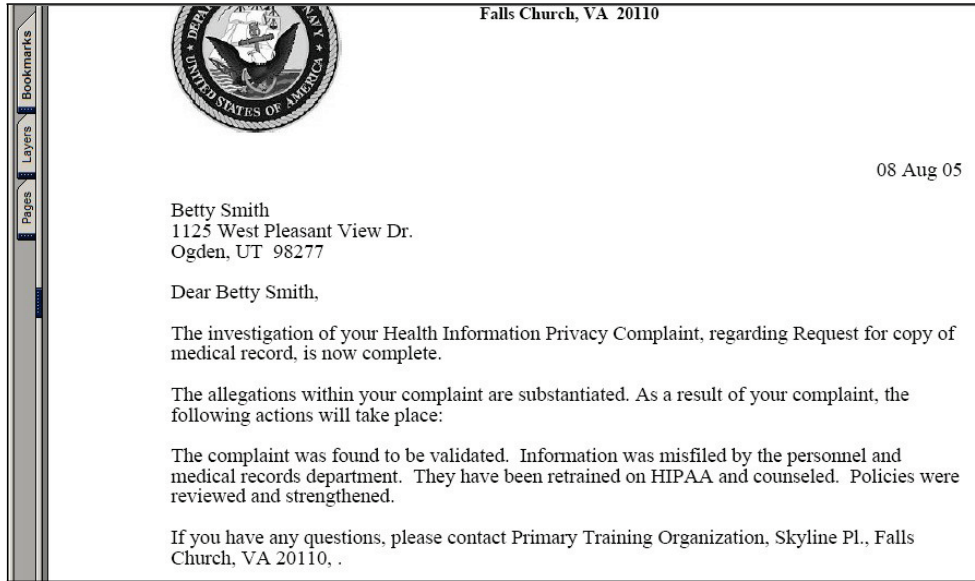
Description	Details
Request Type	Complaint
Details of the Request	The medical record contained information belonging to another beneficiary. Betsy Smith's information was in Betty Smith's record. Betty Smith is concerned that her information could also be misplaced.
ComplaintID	200
File1	Complaint form.doc
FileTitle1	Complaint Form

**Letters and Attached Documents** Attach

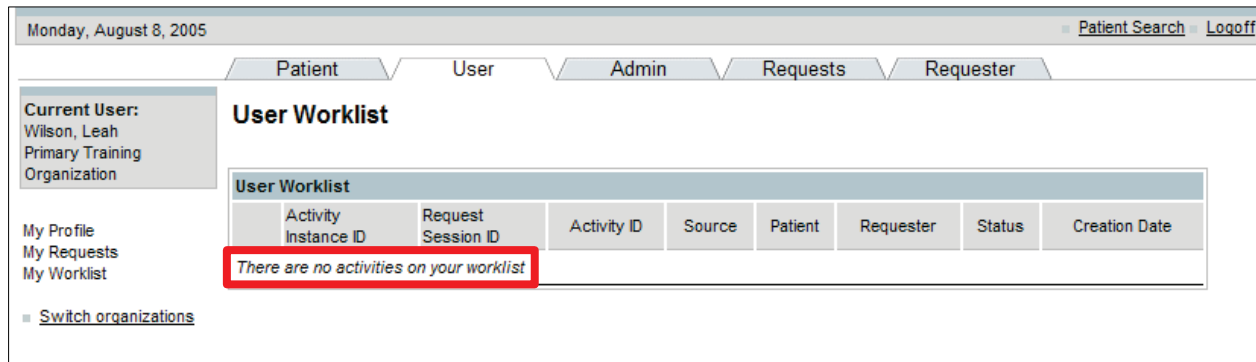
ID	Date	Title
<a href="#">754</a>	08/08/2005	<a href="#">Substantiated Complaint Letter</a>
<a href="#">753</a>	08/08/2005	<a href="#">Complaint - Received Letter</a>
<a href="#">752</a>	08/08/2005	<a href="#">Complaint Form</a>

- The Substantiated Complaint Letter is generated.

# Protected Health Information Management Tool User Manual



- The Complaint Activity will no longer appear in the User Worklist.



## 5.3.10 Record a Disclosure Restriction

As a Privacy Specialist you are able to enter a Restriction of Disclosure or terminate a Restriction of Disclosure. Restriction of Disclosures allows members to restrict uses and disclosure of their PHI.

When selecting the Disclosure Type if you determine that you need a new type of disclosure, contact the PHIMT help desk.

**NOTE:** Ensure that you enter specific details of what information is being restricted. It is important to be specific in this entry because it will provide other staff members with the details about the individual and organization, and about the restrictions on the disclosure.

# Protected Health Information Management Tool User Manual

To record a disclosure restriction:

1. Search for and select a patient record.
2. Select the Disclosure Restrictions hyperlink.



3. Click on the New button in the Disclosures Restrictions box.



4. Enter the Disclosure Restriction details: disclosure type, start and end date, restriction destination (to whom information is being restricted) and details.
5. Select Approved or Denied from the Outcome drop-down box.
6. Click on the Save button.

# Protected Health Information Management Tool User Manual

Sunday, January 30, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Kramer, Peter  
08/11/1970  
FMP-SSSN:30-  
211128767

Summary  
Requests  
Record Disclosure  
Accounting Suspensions  
Disclosure Restrictions  
Authorization  
Patient Profile

▣ Patient Search

**Disclosure Restriction**

\* **Disclosure Type** (the type of disclosure to restrict)  
Medical Facility Patient Directories

\* **Start Date** (The start date from which US TMA will not share this information with identified party; in MM/DD/YYYY format)  
01/26/2005

\* **End Date** (The OPTIONAL end date at which time US TMA will begin to share this information again; in MM/DD/YYYY format)

\* **Restriction Destination** (to whom information is being restricted?)  
spouse

**Details of Restriction** (what information is being restricted?)  
all medical records

**Outcome** (indicate whether request was approved or denied)  
Approved

Save

- The Patient Disclosure Restriction screen re-appears with your information. The Save button has changed to an Update button.

Once you have approved or denied the disclosure restriction you have the ability to generate an approval or denial letter. The letter will be pre-populated with the information that you entered for that particular restriction.

To print the Approval or Denial Letter:

1. Select the title of the letter in the Letters box on the Patient Disclosure Restriction screen.

Sunday, January 30, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Kramer, Peter  
08/11/1970  
FMP-SSSN:30-  
211128767

Summary  
Requests  
Record Disclosure  
Accounting Suspensions  
Disclosure Restrictions  
Authorization  
Patient Profile

▣ Patient Search

**Disclosure Restriction**

\* **Disclosure Type** (the type of disclosure to restrict)  
Medical Facility Patient Directories

\* **Start Date** (The start date from which US TMA will not share this information with identified party; in MM/DD/YYYY format)  
01/26/2005

\* **End Date** (The OPTIONAL end date at which time US TMA will begin to share this information again; in MM/DD/YYYY format)

\* **Restriction Destination** (to whom information is being restricted?)  
spouse

**Details of Restriction** (what information is being restricted?)  
all medical records

**Outcome** (indicate whether request was approved or denied)  
Approved

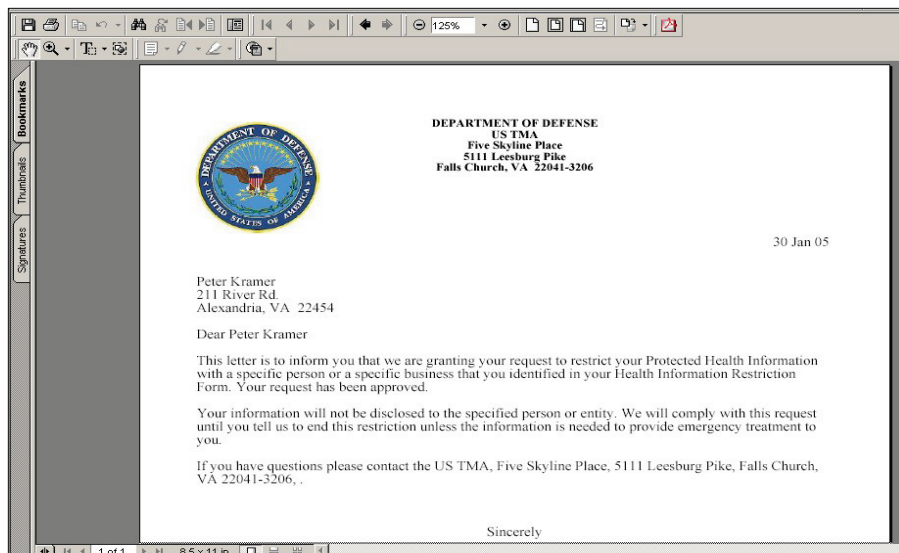
Update

**Letters (Click on the link to view and print the document)**

ID	Title
401	<a href="#">Disclosure Restriction - Approval Letter</a>

## Protected Health Information Management Tool User Manual

- The Approval/Denial letter is generated.



### 5.3.11 Generate Authorizations

Privacy Specialist can record an Authorization by the patient when there is an exchange of PHI that occurs outside of the treatment, payment, or healthcare options.

- Select Type of authorization. NOTE: Based on the Type selected, the following fields are populated; however, that data can be changed.
- Enter PHI to be released as it was entered on the authorization form. NOTE: The greater the detail that is provided by the patient, the easier it will be to respond to the request at the time of disclosure.

NOTE: Enter either the Authorization Expiration or an Action Completed date; not both. If there is no expiration date, then enter text in the Action Completed field (ex. Authorization to remain in effect until revoked.)

NOTE: Once the authorization has been manually signed you can go back into the particular authorization and select the Signed checkbox and enter the date of the signature using MM/DD/YYYY format or the calendar icon to select a date.

To generate an authorization:

1. Select the Patient Tab.
2. Search for and select the patient record.

# Protected Health Information Management Tool User Manual

3. Select the Authorization hyperlink.

The screenshot shows the top navigation bar with the date "Sunday, January 30, 2005" and links for "Patient Search" and "Logoff". Below this is a menu with tabs for "Patient", "User", "Admin", "Requests", and "Requester". The "Patient" tab is selected. On the left, a sidebar lists navigation options: "Current Patient:", "Summary", "Requests", "Record Disclosure", "Accounting Suspensions", "Disclosure Restrictions", "Authorization" (circled in red), and "Patient Profile". The main content area shows a "Summary" section with a message: "An alternate address exists for this patient." Below this is a "Summary Item Filters" section with a "Display" button and checkboxes for "All", "Disclosures", "Suspensions", "Restrictions", "Reports", "Letters", "Authorizations", and "Complaints". At the bottom, there is a copyright notice: "Copyright © New Governance, Inc. 2000-2004, ALL RIGHTS RESERVED" and "Version: 2.24".

4. Select the Authorization Type from the drop-down box.
5. Enter the Authorization Details: reason for request, releasing organization, and recipient.

The screenshot shows the "Authorization" form. The top navigation bar is the same as in the previous screenshot. The "Patient" tab is selected. The sidebar on the left lists navigation options: "Current Patient:", "Summary", "Requests", "Record Disclosure", "Accounting Suspensions", "Disclosure Restrictions", "Authorization", and "Patient Profile". The main content area shows the "Authorization" form. The "Type" field is set to "Standard Authorization". Below this is a red-bordered box containing the following fields:

- Protected Health Information to be Released** (the part of the medical record to be released, such as "complete medical record", "pathology report", etc.): "entire medical record"
- Reason for Request/Use of Medical Information** (a description of each purpose of the requested use or disclosure):
  - Continued Medical Care
  - Insurance
  - Legal
  - Personal Use
  - Retirement/Separation
  - School
- Other:** "patient authorizes his brother to have a copy of entire medical record."
- Releasing Organization** (Organization that released the authorization): "USADC-Hospital"
- Recipient** (the name, complete mailing address, phone and fax of the individual or class of individuals to receive the PHI): "1100 Main Street"

6. Scroll down the screen and enter: authorization start and expiration date, treatment type, and treatment start and end date.
7. Place a check in the Generate Authorization checkbox.
8. Click on the Save button.

# Protected Health Information Management Tool User Manual

**Authorization Start Date** (the effective date of the authorization in MM/DD/YYYY format)  
06/08/2004

**Authorization Expiration** (the expiration date of the authorization in MM/DD/YYYY format, an **Action Completed** may be used instead of a date)  
06/08/2005

**Action Completed** (the expiration event for the authorization, such as "Upon completion of the investigation", an **Authorization Expiration** may be used instead of an action if known)

**Treatment Type** (the type of Treatment)  
Outpatient and Inpatient

**Treatment Start Date** (the treatment or service start date in MM/DD/YYYY format)  
03/01/2004

**Treatment End Date** (the treatment or service end date in MM/DD/YYYY format)

**Generate Authorization** (generate Authorization for Disclosure form for printing purposes)

Save

- The Signed Status and Revoked Status boxes on this screen indicate if the DD Form 2870 is signed or revoked.

Update

**Signed Status**  
Signed (checked if the authorization is signed)  
  
**Signed Date** (the date that the authorization is signed in MM/DD/YYYY format)  
01/30/2005  
**Signed By Person** (the individual who signed the authorization)  
Joe J Smith

**Revoked Status**  
Revoked (checked if the authorization is revoked)  
  
**Revoked Date** (the date that the authorization was revoked in MM/DD/YYYY format)  
01/30/2005  
**Revoked By Person** (the individual who revoked the authorization)  
Joe J Smith

Update

- A note appears at the top of the screen indicating the authorization is saved and that only the "Signed" or "Revoked" status fields may be changed at this point.

9. Select the Summary hyperlink.

# Protected Health Information Management Tool User Manual

Sunday, January 30, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Smith, Joe J  
07/05/1968  
FMP-SSSN:20-  
121131414

**Authorization**

**This authorization has been saved. Only the 'signed' and/or 'revoked' status fields (at the bottom of the page) can be updated.**

**Authorization Document** (the physical authorization document generated by the application)  
Standard Authorization (Document ID #402)

**Type** (the type of authorization to create)  
Standard Authorization

**Protected Health Information to be Released** (the part of the medical record to be released, such as "complete medical record", "pathology report", etc.)  
entire medical record

**Reason for Request/Use of Medical Information** (a description of each purpose of the requested use or disclosure)  
 Continued Medical Care

Summary  
Requests  
Record Disclosure  
Accounting Suspensions  
Disclosure Restrictions  
Authorization  
Patient Profile  
Patient Search

10. Place a check in the Authorizations checkbox.

11. Click on the Display button.

Sunday, January 30, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Smith, Joe J  
07/05/1968  
FMP-SSSN:20-  
121131414

**Summary**

An alternate address exists for this patient.

**Summary Item Filters** Display

All  Disclosures  Suspensions  Restrictions  Reports  Letters  Authorizations  Complaints

Summary  
Requests  
Record Disclosure  
Accounting Suspensions  
Disclosure Restrictions  
Authorization  
Patient Profile  
Patient Search

Copyright © New Governance, Inc. 2000-2004, ALL RIGHTS RESERVED  
Version: 2.24

- The new authorization will appear on the Summary screen.

To generate the DD Form 2870 (Adobe Acrobat format):

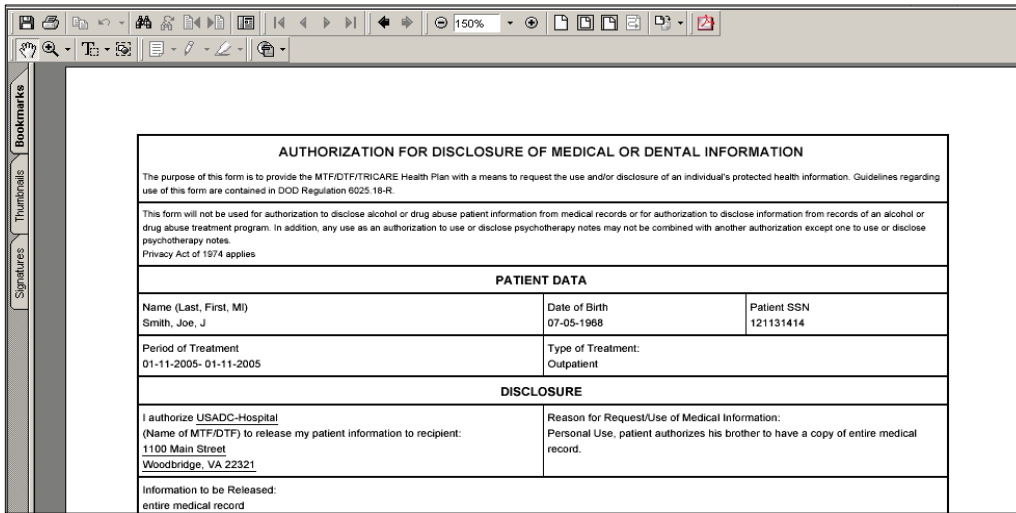
1. Select the Authorization title hyperlink.



# Protected Health Information Management Tool User Manual



2. You may print the form and request the patient's signature.



## 5.3.12 Sign an Authorization

Once an authorization has been entered, it needs to be signed by the patient for validation. After the authorization is signed by the patient, a user has the ability to document the signature within the PHIMT.

To sign an authorization:

1. Select the authorization ID hyperlink to return to the detailed authorization record.

# Protected Health Information Management Tool User Manual

Sunday, January 30, 2005 Patient Search Logout

Patient User Admin Requests Requester

**Current Patient:**  
Smith, Joe J  
07/05/1968  
FMP-SSSN:20-  
121131414

Summary  
Requests  
Record Disclosure  
Accounting Suspensions  
Disclosure Restrictions  
Authorization  
Patient Profile

■ Patient Search

**Summary**  
An alternate address exists for this patient.

**Summary Item Filters** Display

All  Disclosures  Suspensions  Restrictions  Reports  Letters  Authorizations  Complaints

**Authorizations (Revoked authorizations are highlighted in red)**

ID	Title	Description	Signed	Expiration	Revoked
402	<a href="#">Standard Authorization</a>	For disclosures of 'entire medical record' to '1100 Main Street Woodbridge, VA 22321'		02/03/2006	
124	<a href="#">Standard Authorization</a>	For disclosures of 'medical record' to 'Jenny Smith 152 Brook Land Charleston SC 29404'	07/20/2004	07/27/2005	07/20/2004

2. Scroll to the bottom of the page to the Signed Status box.
3. Place a check in the Signed Status checkbox.
4. Select the date and the authorizing person's identity from the drop-down box.
5. Click on the Update button.

**Signed Status**

**Signed** (checked if the authorization is signed)

**Signed Date** (the date that the authorization is signed in MM/DD/YYYY format)

01/30/2005

**Signed By Person** (the individual who signed the authorization)

Joe J Smith

**Revoked Status**

**Revoked** (checked if the authorization is revoked)

**Revoked Date** (the date that the authorization was revoked in MM/DD/YYYY format)

01/30/2005

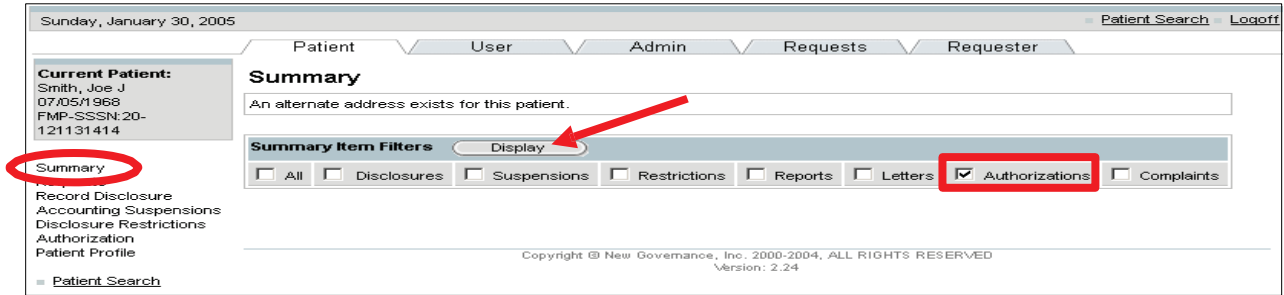
**Revoked By Person** (the individual who revoked the authorization)

Joe J Smith

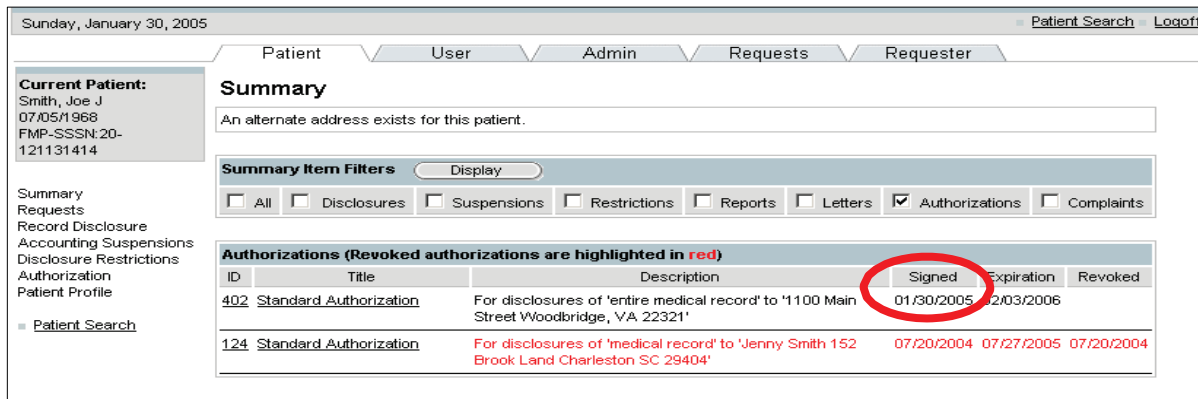
Update

6. Select the Summary hyperlink.
7. Place a check in the Authorizations checkbox.
8. Click on the Display button.

# Protected Health Information Management Tool User Manual



- You will now see that the authorization indicates that it has been signed.

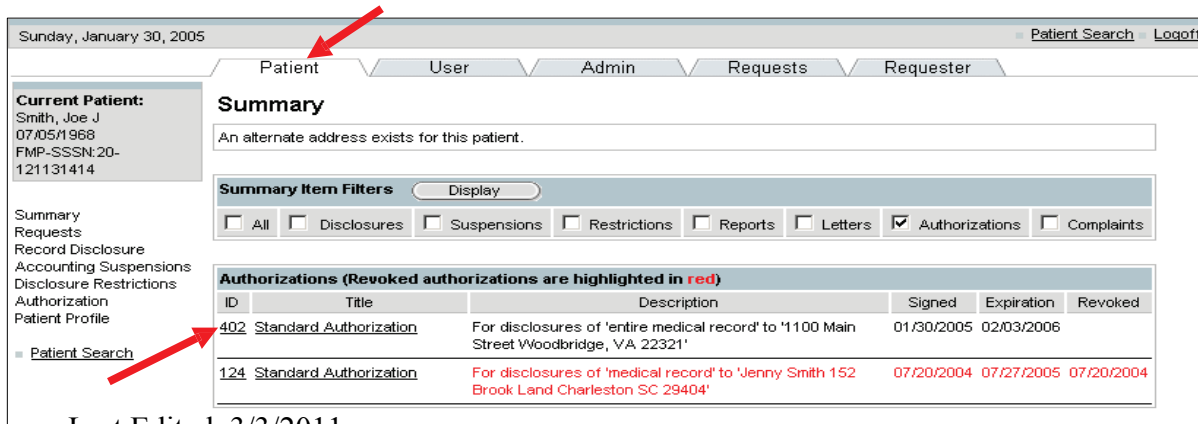


## 5.3.13 Revoke an Authorization

Previously generated authorizations may need to be revoked as a result of legal issues, new information, or for other reasons.

To revoke an authorization:

- Select the Patient Tab.
- Select the Authorization ID hyperlink.



Last Edited: 3/3/2011

*Any data herein that may be construed as personal information is fictitious and intended for training and operational purposes only.*

## Protected Health Information Management Tool User Manual

3. Scroll to the bottom of the screen to the Revoked Status box.
4. Place a check in the Revoked check box.
5. Select the date and the revoking person's identity in the drop-down box.
6. Click on the Update button.

The screenshot shows a web form with two sections: "Signed Status" and "Revoked Status". The "Revoked Status" section is highlighted with a red border. It contains a checked "Revoked" checkbox, a date field set to "01/30/2005", and a dropdown menu for "Revoked By Person" set to "Joe J Smith". Below the form is an "Update" button, which is pointed to by a red arrow.

7. Select the Summary hyperlink to view the authorization.
8. Place a check in the Authorizations checkbox.
9. Click on the Display button.

The screenshot shows a patient summary page for "Smith, Joe J". The "Summary Item Filters" section is highlighted with a red box, showing a checked "Authorizations" checkbox. A red arrow points to the "Display" button. The page includes a navigation menu with "Patient", "User", "Admin", "Requests", and "Requester" tabs, and a sidebar with a "Summary" link circled in red. The footer contains copyright information for New Governance, Inc. (2000-2004).

- The revoked authorization is highlighted in red.

# Protected Health Information Management Tool User Manual

Sunday, January 30, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Patient:**  
Smith, Joe J  
07/05/1968  
FMP-SSSN: 20-121131414

Summary  
Requests  
Record Disclosure  
Accounting Suspensions  
Disclosure Restrictions  
Authorization  
Patient Profile

■ Patient Search

### Summary

An alternate address exists for this patient.

**Summary Item Filters**

All  Disclosures  Suspensions  Restrictions  Reports  Letters  Authorizations  Complaints

**Authorizations (Revoked authorizations are highlighted in red)**

ID	Title	Description	Signed	Expiration	Revoked
402	<a href="#">Standard Authorization</a>	For disclosures of 'entire medical record' to '1100 Main Street Woodbridge, VA 22321'	01/30/2005	02/03/2006	01/30/2005
124	<a href="#">Standard Authorization</a>	For disclosures of 'medical record' to 'Jenny Smith 152 Brook Land Charleston SC 29404'	07/20/2004	07/27/2005	07/20/2004

## 5.3.14 Administrative Summary Reports

The PHIMT is capable of running several reports, which are called Administrative Summaries. Administrative Summaries provide a visual representation or snapshot view of your facilities disclosure activities.

The Administrative Summary Reports are performed by Privacy Specialists.

To create an Administrative Summary Report:

1. Select the Admin Tab.
2. Select the Administrative Summary hyperlink.

Sunday, January 30, 2005 Patient Search Logoff

Patient User Admin Requests Requester

**Current Admin:**  
Wilson, James  
US TMA

### Administrative Summary

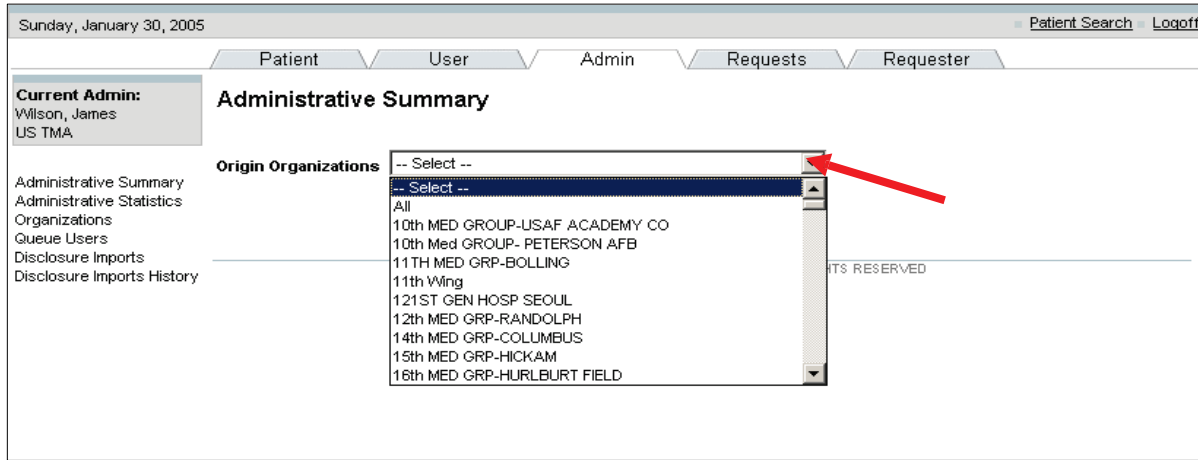
**Origin Organizations**

Administrative Summary  
Administrative Statistics  
Organizations  
Queue Users  
Disclosure Imports  
Disclosure Imports History

Copyright © New Governance, Inc. 2000-2004. ALL RIGHTS RESERVED  
Version: 2.24

3. Select your Organization from the drop-down box.

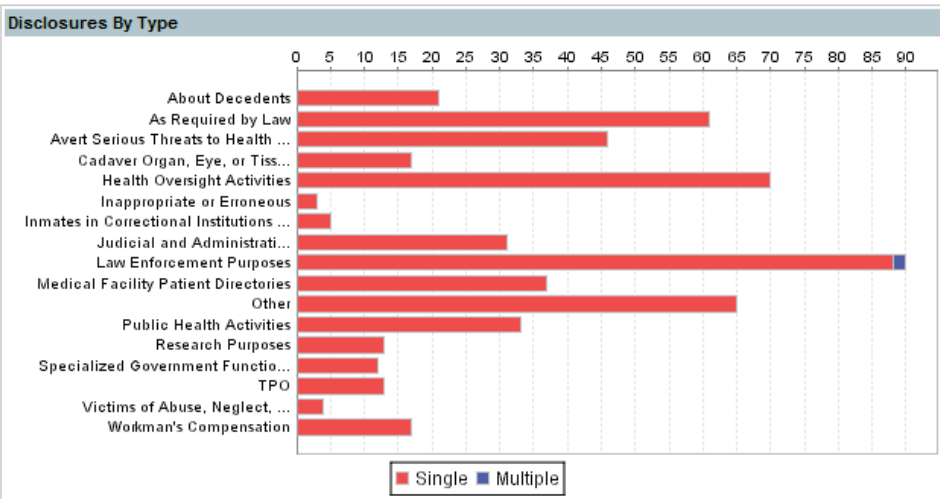
# Protected Health Information Management Tool User Manual



- The Administrative Summary reports will display.

Request Metrics			
Total Disclosure Requests	244	Total Pending Disclosure Requests	90
Total Complaint Requests	156	Total Pending Complaint Requests	40
Total Accounting Requests	193	Total Pending Accounting Requests	128
Total PHI Access with Disclosure Requests	0	Total Pending PHI Access with Disclosure Requests	0
Total PHI Access Requests	0	Total Pending PHI Access Requests	0

Disclosure Metrics (Including Disclosure Requests)			
Total Disclosures	538	Total Pending Disclosures	164
Total Multiple Disclosures	2		
Total Single Disclosures	536		



## 6.0 REGULAR USER FUNCTIONALITY

The following information will provide you with step-by-step instructions for recording requests and routing them to your Privacy Specialist for approval.

Your role as Regular User requires you to perform various PHIMT activities. The steps for performing these activities will be presented here and include the following:

- Record Disclosure Requests
- Record an Accounting of Disclosure Request
- Record Simple Disclosure Requests

### 6.1 USER TAB ACTIVITIES

The User tab provides you with various hyperlinks that allow you to perform “desk duties” such as accessing PHIMT User-related information, switching organizations, viewing past requests, and tracking tasks assigned to you. These hyperlinks include:

- My Profile
- My Requests
- My Worklist
- Switch organizations

NOTE: For more information about the above functionality, please refer to Section 6.1.

### 6.2 PATIENT TAB ACTIVITIES

The Patient tab contains hyperlinks that allow you to perform patient-specific activities. These hyperlinks include:

- Patient Profile
- Patient search

NOTE: For more information about the above functionality, please refer to Section 6.2.

### 6.3 REQUESTS TAB ACTIVITIES

The Requests tab allows you to access information about the activities requested by an individual or an organization. Requests tab activities include:

- Record Disclosure Requests
- Record an Accounting of Disclosure Request

- Record Simple Disclosure Requests

### 6.3.1 Record a Disclosure Request

**NOTE:** The Record Disclosure hyperlink allows you to record or document the release of PHI. This activity consists of five disclosure phases: patient selection, requester selection, detailed request, disclosure details, and request action.

Disclosure requests allow you to forward it to a Privacy Specialist for approval or denial. Disclosure status will be set to Pending because as a Regular User, you are not authorized to approve disclosures. Entering the requested action allows you to route the disclosure request to your own worklist for further research or route to a Privacy Specialist.

To record a request for disclosure:

1. Select the Requests Tab.
2. Click on the Disclosure radio button.
3. Click on the Next button.

The screenshot shows the 'Create New Request' form in the Protected Health Information Management Tool. The interface includes a navigation bar with tabs for 'Patient', 'User', 'Requests', and 'Requester'. The 'Requests' tab is active. On the left, there are two options: 'Create New Request' (selected) and 'Search for a Request'. The main area is titled 'Create New Request' and contains a 'Select Request Type' section with three radio buttons: 'Disclosure' (checked), 'Disclosure Accounting', and 'Simple Disclosure Request'. A 'Next' button is located at the bottom of the form. A red arrow points to the 'Next' button, and another red arrow points to the 'Requests' tab in the navigation bar.

4. Enter the patient search criteria. (You can search for a patient by the Sponsor's SSN, by the patient's name/state, SSN, EDIPN or System ID).
5. Click on the Search button.



# Protected Health Information Management Tool User Manual

Monday, April 12, 2010 Patient Search Logoff

Patient User Requests Requester

Current Request: Disclosure

Select Patient Select Requester Request Details Disclosure Details Request Action

1 2 3 4 5

Create New Request  
Search for a Request

**Patient Search**

Sponsor SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
[ ]-[ ]-[ ]-[ ]-[ ]-[ ]-[ ]

-OR-

by Name/State (Last) (First)  
[ ] [ ]

(State) (Birth Date in MM/DD/YYYY format)  
[ ] [ ]

-OR-

SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
[ ]-[ ]-[ ]-[ ]-[ ]-[ ]

-OR-

EDIPN (DoD EDI Person Identifier)  
[ ]

-OR-

by System ID (the identifier created by this system for the person)  
[ ]

Search

**NOTE:** If there were no results that matched your search criteria, you may select from two options: Adjust your search criteria and try again OR Create a new Patient record.

6. Select the correct patient by clicking on the name hyperlink.

Monday, April 12, 2010 Patient Search Logoff

Patient User Requests Requester

Current Request: Disclosure

Select Patient Select Requester Request Details Disclosure Details Request Action

1 2 3 4 5

Create New Request  
Search for a Request

**Patient Search Results**

Search Results - Click on the name to select a person

ID	SSN	Sponsor SSN	Birth Date	Address
<a href="#">Dunlap, Chad</a>	58	263676761	2003-09-04	6573 Leading Tree Way Fairfax, VI 34568
<a href="#">Dunlap, Noelle Kristine</a>	1189	182483847	2002-09-04	6308 Betsy Ross Ct Fairfax, AL 09129

Other options:  
[Adjust your search criteria and try again.](#)  
[Create a new Patient record.](#)

Copyright © New Governance, Inc. 2000-2007, ALL RIGHTS RESERVED  
Version: 2.50 build [ 0939 ]

- The Requester Search screen will appear.

# Protected Health Information Management Tool User Manual

7. Enter the data into the information fields to search by patient, third party organization, person, or organization. (Complete only one field).
8. Click Select or Search (for that field).  
Example: If the request is being made by the patient themselves, click on the Search button next to the patient's name.
9. Confirm Requester and Recipient Details. Verify and/or enter the data into the information fields.
10. Click on the Next button.

Last Edited: 3/3/2011

*Any data herein that may be construed as personal information is fictitious and intended for training and operational purposes only.*

# Protected Health Information Management Tool User Manual

11. Enter the Request Details: details of the request, identity verification, and authority verification.

**NOTE:** All required fields are marked with an asterisk.

Tuesday, January 25, 2005 Patient Search Logoff

Patient User Requests Requester

Current Request: Disclosure

Select Patient Select Requester **Request Details** Disclosure Details Request Action

1 2 3 4 5

■ Create New Request  
■ Search for a Request

**Request Details**

**Details of the Request** (requester's comments, or instructions about this request)

\* **Requester Identity Verified** (was the requester's identity verified?)  
Patient Identifier

**Description of Requester Identity Verification** (if the requester's identity was verified, how was it verified?)  
license

\* **Requester Authority Verified** (was the requester's authority to access information verified?)  
Patient is Requester

**Description of Requester Authority Verification** (if the requester's authority was verified, how was it verified?)  
Patient is requester

**Information Start Date** (the start date for the information in MM/DD/YYYY format)

12. Scroll down the screen and enter: Information start and end date, request format, and request classification.

13. Click on the Next button.

\* **Requester Identity Verified** (was the requester's identity verified?)  
Patient Identifier

**Description of Requester Identity Verification** (if the requester's identity was verified, how was it verified?)  
license

\* **Requester Authority Verified** (was the requester's authority to access information verified?)  
Patient is Requester

**Description of Requester Authority Verification** (if the requester's authority was verified, how was it verified?)  
Patient is requester

**Information Start Date** (the start date for the information in MM/DD/YYYY format)  
01/25/2005

**Information End Date** (the end date for the information in MM/DD/YYYY format)  
02/25/2005

**Request Format** (the format in which this request has been received)  
Received Request in Writing

**Request Classification** (an optional classification for this request)  
Medical

Back Next

# Protected Health Information Management Tool User Manual

14. Enter the Disclosure Details: Request date, disclosure type, origin organization and disclosure purpose.

**NOTE:** The Disclosure description will be automatically populated once a disclosure type is selected.

Monday, October 8, 2007 Patient Search Logout

Patient User Requests Requester

Current Request: Disclosure

Select Patient Select Requester Request Details Disclosure Details Request Action

1 2 3 4 5

■ Create New Request  
■ Search for a Request

**Disclosure Details**

Fields marked with an asterisk (\*) are required.

\* Request Date (the disclosure request date in MM/DD/YYYY format)  
10/08/2007

\* Disclosure Type (the type of disclosure)  
Inmates in Correctional Institutions or in Custody

Disclosure Description (a read-only description and example of the disclosure type selected above)  
A correctional institution or a law enforcement official having lawful custody of an inmate or other individual PHI about such inmate or individual, if the correctional institution or such law enforcement official represents that such protected health information is necessary

Disclosure Date (the disclosure date in MM/DD/YYYY format)  
10/08/2007

Origin Organization (where the disclosure originated)  
Primary Training Organization

\* Disclosure Purpose (the purpose of the disclosure)  
Regulatory

15. Scroll down the screen and enter: PHI description and disclosure comments.

16. Click on the Next button.

Disclosure Purpose (the purpose of the disclosure)  
Law Enforcement

Other:

**Protected Health Information Description** (the description of the Protected Health Information disclosed)

Complete Health Record(s)  
 Consultation Report(s)  
 Discharge Summary  
 History and Physical Examination  
 Laboratory Test(s)  
 Operative Report(s)  
 Pathology Report(s)  
 Progress Notes

Other:

Disclosure Comments (the INTERNAL comments for this disclosure - these do NOT show up in the Protected Health Information disclosure report)

Back Next

# Protected Health Information Management Tool User Manual

17. Enter the Request Action Details.

18. From the Action drop-down menu, select the appropriate routing option (Privacy Specialist).

19. Click on the Save button.

The screenshot shows the 'Request Action' form. At the top, there are tabs for Patient, User, Requests, and Requester. Below these are numbered steps 1 through 5. The 'Request Action' section contains the following information:

- Patient:** Name: Peter Kramer, SSN #: 234125689, Birth Date: 08-11-1970, Address: 211 River Rd., Alexandria, VA 22454
- Requester/Recipient:** Name: Peter Kramer, Address: 211 River Rd., Alexandria, VA 22454
- Details of the Request:** (requester's comments about the scope of this request)
- Approved Part:** (for partially approved requests, describe part of request that was approved)
- Denied Part:** (for partially denied requests, describe part of request that was denied)
- Action:** (action for this request) - A dropdown menu is highlighted with a red box, showing 'Route to Privacy Specialist' selected.

At the bottom of the form, there are 'Back' and 'Save' buttons. A red arrow points to the 'Save' button.

- The Disclosure Request Summary will display.

The screenshot shows the 'Request Summary' page. At the top, there are tabs for Patient, User, Requests, and Requester. The page displays the following information:

- Patient:** Name: Peter Kramer, SSN #: 234125689, Birth Date: 08-11-1970, Address: 211 River Rd., Alexandria, VA 22454
- Requester/Recipient:** Name: Peter Kramer, Address: 211 River Rd., Alexandria, VA 22454
- Request Status:** Routed for Approval
- Request Creation Date:** 01/25/2005 at 04:06:05 PM EST
- Request Last Update Date:** 01/25/2005 at 04:06:06 PM EST

Below this information is a table titled 'Other Request Details':

Description	Details
Request Type	Disclosure
Details of the Request	
Disclosure Type	Type: Law Enforcement Purposes, ID: 268, Date: 01/25/2005
Start Date	01/25/2005
End Date	02/25/2005
PHI Items	Complete Health Record(s)
Authority Verified	Patient is Requester

### 6.3.2 Update Patient Address

For a disclosure to be valid, a patient's address must be entered. The Regular User can update the patient's address in the middle of a disclosure request.

To update the patient's address:

1. Select the Request Tab.
2. Click the Disclosure radio button.
3. Click on the Next button.

Monday, September 24, 2007 Patient Search Logoff

Patient User **Requests** Requester

Current Request: None

### Create New Request

Select Request Type

Disclosure  
 Disclosure Accounting  
 Simple Disclosure Request

4. Enter the patient search criteria. (You can search for a patient by the Sponsor's SSN, by the patient's name/state, SSN, EDIPN or System ID).
5. Click on the Search button.

Monday, April 12, 2010 Patient Search Logoff

Patient User **Requests** Requester

Current Request: Disclosure

Select Patient Select Requester Request Details Disclosure Details Request Action

### Patient Search

Sponsor SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
[ ] - [ ] - [ ]

- OR -

by Name/State (Last) (First)  
[ ] [ ]

(State) (Birth Date in MM/DD/YYYY format)  
[ ] - [ ] [ ]

- OR -

SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
[ ] - [ ] - [ ]

- OR -

EDIPN (DoD EDI Person Identifier)  
[ ]

- OR -

by System ID (the identifier created by this system for the person)  
[ ]

# Protected Health Information Management Tool User Manual

- If the patient does not have an address entered in the tool, “Primary Address not selected” will be listed next to the patient’s name.

6. Select the patient.

Current Patient: None

### Patient Search Results

Search Results - Click on the name to select a person

Name	ID	SSN	Sponsor SSN	Birth Date	Address
Smith, Joe					
Smith, Joe					

Other options:  
[Adjust your search criteria and try again.](#)  
[Create a new Patient record.](#)

Copyright © New Governance, Inc. 2000-2007, ALL RIGHTS RESERVED  
Version: 2.50 build [ 0938 ]

7. Enter the patient’s address.

8. Click on the Save button.

Monday, January 24, 2005

Patient Search Logoff

Current Request: Disclosure

Select Patient (1) **Select Requester (2)** Request Details (3) Disclosure Details (4) Request Action (5)

### Address Details

**Error(s) have occurred:**  
■ Patient's primary address is missing. You must enter an address to continue.

**Address Format** (APO and FPO address should use USA format)  
USA  International

\* **Address Line 1** (the primary address line)  
1234 Main Street

**Address Line 2** (normally a suite or apartment)

\* **City** (city name, or APO or FPO)  
Alexandria

\* **State** (two character state identifier: IL, MN, CO, etc., or AA, AE, AP for APO/FPO)  
VA

\* **Postal Code** (USA: #####-####)  
22302 -

**Comments** (general comments about or for the address)

Save

- After saving the address, you can continue with the Disclosure Request where you left off.

# Protected Health Information Management Tool User Manual

Monday, January 24, 2005 Patient Search Logoff

Patient User Requests Requester

Current Request: Disclosure

1 Select Patient 2 Select Requester 3 Request Details 4 Disclosure Details 5 Request Action

Create New Request  
Search for a Request

### Requester Search

Choose one of the following options:

**A. Select the Patient** (the request is being made by the Patient themselves)

Jordan, Jeffrey

**B. Select a Third-Party Organization** (a third-party requester, such as a law enforcement agency or insurance company)

Law Offices of Joe Gibbs, 1411 Jefferson Davis, Arlington, VA 20220

**C. Search for a Person** (search for another person, or add a new one\*)

Name (Last) (First) An "\*" may be used as a wildcard.

,

System ID (the identification number created by this system for the person)

FMP-SSN (an external identifier for the person)

Include Patient Records  
 Include Non-Patient Records

- The Request Summary for that person will be displayed.

## 6.3.3 Record a Simple Disclosure Request

A Simple Disclosure Request provides the ability for Multiple Disclosure Accounting. A covered entity may account for multiple disclosures with a single entry if the MTF has made multiple disclosures of PHI to the same person or entity for a single purpose. Some examples include: a series of disclosures that occur on a periodic basis such as monthly medical readiness status, dental class reports, or pre-deployment preparation reports to a commander or the commander's designee(s). Multiple disclosure is primarily used when the same disclosure occurs in a specific time period. This will allow for better tracking of multiple disclosures and Users will not have to create separate single disclosures.

1. Click on the Requests Tab.
2. Click on the Simple Disclosure Request radio button.
3. Click the Next button.

Monday, May 14, 2007 Patient Search Logoff

Patient User Requests Requester

Current Request: None

Create New Request  
Search for a Request

### Create New Request

Select Request Type

Disclosure  
 Disclosure Accounting  
 Simple Disclosure Request

*Any data herein that may be construed as personal information is fictitious and intended for training and operational purposes only.*



# Protected Health Information Management Tool User Manual

4. Enter the patient search criteria. (You can search for a patient by the Sponsor's SSN, by the patient's name/state, SSN, EDIPN or System ID).
5. Click on the Search button.

Monday, April 12, 2010 Patient Search Logoff

Patient User Requests Requester

Current Request: Disclosure

Select Patient Select Requester Request Details Disclosure Details Request Action

1 2 3 4 5

■ Create New Request  
■ Search for a Request

**Patient Search**

Sponsor SSN (in ###-##-#### format, enter '000-00-0000' if not known)

-OR-

by Name/State (Last) (First)

(State) (Birth Date in MM/DD/YYYY format)

-OR-

SSN (in ###-##-#### format, enter '000-00-0000' if not known)

-OR-

EDIPN (DoD EDI Person Identifier)

-OR-

by System ID (the identifier created by this system for the person)

Search

6. Select patient from the Patient Search Results screen.

Monday, April 12, 2010 Patient Search Logoff

Patient User Requests Requester

Current Request: Disclosure

Select Patient Select Requester Request Details Disclosure Details Request Action

1 2 3 4 5

■ Create New Request  
■ Search for a Request

**Patient Search Results**

Search Results - Click on the name to select a person

Name	ID	SSN	Sponsor SSN	Birth Date	Address
Dunlap, Chad	756	263676761		2003-09-04	6573 Leading Tree Way Fairfax, VI 34568
Dunlap, Noelle Kristine	1189	182483847		2002-09-04	6308 Betsy Ross Ct Fairfax, AL 09129

Other options:  
[Adjust your search criteria and try again.](#)  
[Create a new Patient record.](#)

7. Click on the Multiple Disclosures for the same Purpose radio button. (The disclosure frequency was added to differentiate between single and multiple disclosures. It is defaulted to single).

# Protected Health Information Management Tool User Manual

■ Create New Request  
■ Search for a Request

## Disclosure Details

Fields marked with an asterisk (\*) are required.

\* Patient (the Patient to whom the disclosure applies)  
Name: Dhel Test  
SSN #: 108693548  
Birth Date: 10/28/1930  
Address: Ahruntep1277 Vinton, VA 24179-1036

\* Disclosure Frequency (the frequency, periodicity, or number of disclosures made)  
 Single Disclosure  Multiple Disclosures for the same Purpose

\* Requester (the organization or person requesting the disclosure)

Name:  
Address:  
Phone:  
Contact Person:

- The Disclosure Frequency fields will appear.
8. Select the occurrence, start date, and end date. (Users can select from the drop-down menu, which includes: weekly, monthly, or annually, or they have the option to put how many times the disclosure occurs in a specified time period.)
  9. Click on the Change button.

■ Create New Request  
■ Search for a Request

## Disclosure Details

Fields marked with an asterisk (\*) are required.

\* Patient (the Patient to whom the disclosure applies)  
Name: Dhel Test  
SSN #: 108693548  
Birth Date: 10/28/1930  
Address: Ahruntep1277 Vinton, VA 24179-1036

\* Disclosure Frequency (the frequency, periodicity, or number of disclosures made)  
 Single Disclosure  Multiple Disclosures for the same Purpose

Occurs once  or  times from  to

\* Requester (the organization or person requesting the disclosure)

Name:  
Address:  
Phone:  
Contact Person:

10. Select the Requester: either a) select by the default patient or third party organization or b) enter the information into the data entry fields, to search by person or organization. Complete only one field.

# Protected Health Information Management Tool User Manual

■ Create New Request  
■ Search for a Request

## Requester Search

Choose one of the following options:

**A. Select the Patient** (the request is being made by the Patient themselves)

Test, Dhel

**B. Select a Third-Party Organization** (a third-party requester, such as a law enforcement agency or insurance company)

Law Offices of Joe Gibbs, 1411 Jefferson Davis, Arlington, VA 20220

**C. Search for a Person** (search for another person, or add a new one\*)

Name (Last) (First) An '\*' may be used as a wildcard.

Smith, John

System ID (the identification number created by this system for the person)

FMP-SSN (an external identifier for the person)

Include Patient Records  
 Include Non-Patient Records

11. Confirm the requester details. Click the Search button and/or Select the Requester.

Monday, April 12, 2010 Patient Search Logoff

Patient User Requests Requester

Current Requester: Test, Ahebao

## Requester Search Results

Search Results - Click on the name to select a requester

Name	ID	Address
<a href="#">Smith, John</a>	253	1456 Terry Ln., Warston, MT 12554
<a href="#">Smith, John</a>	749	13450, Bob Wilson, San Diego, CA 92134
<a href="#">Smith, John 2</a>	748	34800, Suite 4, San Diego, CA 92134-9999

Other options:  
[Adjust your search criteria and try again.](#)  
[Create a new requester as a person.](#)  
[Create a new requester as an organization.](#)

Copyright © New Governance, Inc. 2000-2007, ALL RIGHTS RESERVED  
Version: 2.50 build [ 0939 ]

12. Select the Requester Identity Verified and Disclosure Type from their respective drop-down menus.

**NOTE:** The Disclosure description will be automatically populated once a disclosure type is selected.

## Protected Health Information Management Tool User Manual

\* **Requester** (the organization or person requesting the disclosure)

Name: Smith, John  
Address: 1456 Terry Ln., Warston, MT 12554  
Phone:  
Contact Person:

\* **Requester Identity Verified** (was the requester's identity verified?)

Social Security Number

**Description of Requester Identity Verification** (required if requester identity verification was defined as 'other')

\* **Request Date** (the disclosure request date in MM/DD/YYYY format)

05/14/2007

\* **Recipient** (the organization or person where the disclosure went)

Name: Smith, John  
Address: 1456 Terry Ln., Warston, MT 12554  
Phone:  
Contact Person:

\* **Disclosure Type** (the type of disclosure)

Specialized Government Functions (Active Duty Disclosure)

**Disclosure Description** (a read-only description and example of the disclosure type selected above)

Use and disclose the PHI of individuals who are Armed Forces personnel for activities deemed necessary by appropriate military command authorities to assure the proper execution of the military mission. The purposes for which any and all of the PHI of an individual who is a member of the Armed Forces may be used or disclosed are: 1) To determine the member's fitness for duty 2) To determine the member's fitness to perform any particular mission, assignment, order, or duty, including compliance with any actions required as a precondition to performance of such mission, assignment, order, or duty. 3) To carry out activities under the authority of DoD Directive 6490.2. 4) To report on casualties in any military operation or activity in accordance with applicable military regulations or procedures. 5) To carry out any other activity necessary to the proper execution of the mission of the Armed Forces

13. Select the Disclosure Purpose from the drop-down menu.
14. Enter the data into the "Other/Details" text box. (For multiple disclosures, the purpose details box must be filled in for the disclosure to be complete.)
15. Scroll down the screen and enter: Protected Health Information Description and Disclosure Comments.

# Protected Health Information Management Tool User Manual

**Disclosure Date** (the disclosure date in MM/DD/YYYY format)  
06/14/2007

\* **Origin Organization** (where the disclosure originated)  
US TMA

\* **Disclosure Purpose** (the purpose of the disclosure)  
Medical

**Other/Details** (\*Required for all Multiple Disclosures):  
To determine the member's fitness to perform any particular mission, assignment, order, or duty, including compliance with any actions required as a precondition to performance of such mission,

\* **Protected Health Information Description** (the description of the Protected Health Information disclosed)

- Complete Health Record(s)
- Consultation Report(s)
- Discharge Summary
- History and Physical Examination
- Laboratory Test(s)
- Operative Report(s)
- Pathology Report(s)
- Progress Notes

If you need to attach a document to the disclosure request, follow these steps:

16. Enter the document title. (If applicable)
17. Click on the browse button to attach the document. (If applicable)
18. Select Route to Privacy Specialist from the Action drop-down menu.
19. Click on the Save button.

You may attach up to three documents, with file size not exceeding 2M

**FILE 1: Document Title** (enter this document's title)  
Test

Please select a file you wish to attach  
C:\Documents and Settings\514708\Desktop\PHIMT TEST.doc Browse...

**FILE 2: Document Title** (enter this document's title)  
Browse...

Please select a file you wish to attach  
Browse...

**FILE 3: Document Title** (enter this document's title)  
Browse...

Please select a file you wish to attach  
Browse...

**Action** (action for this request)  
Route to Privacy Specialist

Back Save

Last Edited: 5/5/2011

Any data herein that may be construed as personal information is fictitious and intended for training and operational purposes only.

# Protected Health Information Management Tool User Manual

- The Request Summary screen will display.

Monday, May 14, 2007 Patient Search Logoff

Patient User Requests Requester

**Current Request:**  
Simple Disclosure Request

**Request Summary**

**Patient**  
Name: Dhel Test  
SSN #: 108693548  
Birth Date: 10-28-1930  
Address:

**Requester/Recipient**  
Name: John Smith  
Address: 1456 Terry Ln., Warston, MT 12554

**Request Status:** Routed for Approval

**Request Creation Date:** 05/14/2007 at 03:51:49 PM EDT

**Request Last Update Date:** 05/14/2007 at 03:51:49 PM EDT

Other Request Details	
Description	Details
Request Type	Simple Disclosure Request
Disclosure Type	Type: Specialized Government Functions (Active Duty Disclosure), ID: 676, Date: 05/14/2007
Route to Privacy Specialist	Yes
Identity Verified Text	Social Security Number

## 6.3.4 Record an Accounting of Disclosures Request

**NOTE:** The Disclosure Accounting hyperlink allows you to process a request for a report of all disclosures that have been made for a particular patient. This activity consists of four accounting of disclosure phases: Patient Selection, Requester Selection, Request Details, and Request Action.

A patient may ask for an accounting of disclosures at any time. PHIMT allows for a quick reporting of this information.

**NOTE:** Request Action allows you to route the request to your Privacy Specialist for approval or denial or to your own worklist if you need to research it further.

To record a request for an accounting of disclosures:

1. Select the Requests Tab.
2. Select the Create New Request hyperlink.
3. Click on the radio button for Disclosure Accounting.
4. Click on the Next button.

# Protected Health Information Management Tool User Manual

Monday, September 24, 2007 [Patient Search](#) [Logout](#)

Patient User **Requests** Requester

Current Request: None

**Create New Request**

Select Request Type

Disclosure Accounting

Next

5. Search for the patient (You can search for a patient by the Sponsor's SSN, by the patient's name/state, SSN, EDIPN or System ID).
6. Click on the Search button.

Monday, April 12, 2010 [Patient Search](#) [Logout](#)

Patient User Requests Requester

Current Request: Disclosure

Select Patient Select Requester Request Details Disclosure Details Request Action

1 2 3 4 5

Search

**Patient Search**

Sponsor SSN (in ###-##-#### format, enter '000-00-0000' if not known)

- OR -

by Name/State (Last) (First)

(State) (Birth Date in MM/DD/YYYY format)

- OR -

SSN (in ###-##-#### format, enter '000-00-0000' if not known)

- OR -

EDIPN (DoD EDI Person Identifier)

- OR -

by System ID (the identifier created by this system for the person)

Search

7. Select the patient from the Patient Search Results screen.

Monday, April 12, 2010 [Patient Search](#) [Logout](#)

Patient User Requests Requester

Current Request: Disclosure

Select Patient Select Requester Request Details Disclosure Details Request Action

1 2 3 4 5

Search

**Patient Search Results**

Search Results - Click on the name to select a person

Name	ID	SSN	Sponsor SSN	Birth Date	Address
Dunlap, Chad	756	263676761		2003-09-04	6573 Leading Tree Way Fairfax, VI 34568
Dunlap, Noelle Kristine	1189	182483847		2002-09-04	6308 Betsy Ross Ct Fairfax, AL 09129

Other options:  
[Adjust your search criteria and try again.](#)  
[Create a new Patient record.](#)

# Protected Health Information Management Tool User Manual

8. Select the Requester: either a) select by the default patient or organization displayed, or b) enter the information into the data entry fields, to search by patient, third party organization, person, or organization. Complete only one field. (For this User Manual, the patient is selected).
9. Click Select, or Search (for that field).

10. Confirm the requester and recipient details. Verify that the information is correct and/or enter the data into the information fields. (If changes are necessary, select Back, and make the changes).
11. Click on the Next button.



# Protected Health Information Management Tool User Manual

12. Enter the Request Details: details of the request, identity verification (with description), and authority verification (with description).

13. Scroll down the screen and enter: Information start and end date, request format, and request classification.

14. Click on the Next button.

15. Enter the Request Action details.

# Protected Health Information Management Tool User Manual

16. From the Action drop-down menu, select the appropriate person to route the request to. (The Regular User would route the request to the Privacy Specialist or to their worklist).

17. Click on the Save button.

Friday, February 11, 2005 Patient Search Logoff

Patient User Requests Requester

Current Request: Disclosure Accounting

Select Patient (1) Select Requester (2) Request Details (3) Request Action (4)

Create New Request  
Search for a Request

### Request Action

**Patient**  
**Name:** Joe Smith  
**SSN #:** 121131414  
**Birth Date:** 07-05-1968  
**Address:** 23 King St., Charleston, SC 84536

**Requester/Recipient**  
**Name:** Joe J Smith  
**Address:** 23 King St., Charleston, SC 84536

**Details of the Request** (requester's comments about the scope of this request)  
Patient is requesting an accounting of disclosures.

**Approved Part** (for partially approved requests, describe part of request that was approved)

**Denied Part** (for partially denied requests, describe part of request that was denied)

**Action** (action for this request)  
Route to Privacy Specialist

Back Save

- The Request Summary screen will display.

**NOTE:** The current disclosure accounting appears in the status box.

Friday, February 11, 2005 Patient Search Logoff

Patient User Requests Requester

Current Request: Disclosure Accounting

### Request Summary

**Patient**  
**Name:** Joe J Smith  
**SSN #:** 121131414  
**Birth Date:** 07-05-1968  
**Address:** 23 King St., Charleston, SC 84536

**Requester/Recipient**  
**Name:** Joe J Smith  
**Address:** 23 King St., Charleston, SC 84536

**Request Status:** Routed Request For Acceptance  
**Request Creation Date:** 02/11/2005 at 01:05:04 PM EST  
**Request Last Update Date:** 02/11/2005 at 01:05:06 PM EST

Other Request Details	
Description	Details
Request Type	Disclosure Accounting
Details of the Request	Patient is requesting an accounting of disclosures.
Start Date	12/15/2004
End Date	01/20/2005
Authority Verified	Patient is Requester
Verify Authority Text	Patient is requester.

## 6.4 REQUESTER TAB ACTIVITIES

The Requester tab (shown below) provides access to all PHIMT Requester data and allows you to access information about the individual or organization making the disclosure request. You must first identify an organization or individual as the requester. This can be accomplished on the Requester Search screen. The hyperlinks become active on the Requester Summary screen once a requester has been designated. Access to requester data is provided by these hyperlinks:

- Requester Summary
- Requester Requests
- Requester Profile
- Requester Search

Friday, February 11, 2005 Patient Search Logoff

Patient User Requests **Requester**

**Current Requester:**  
None

**Requester Search**

Choose one of the following options:

**A. Select the Patient** (the request is being made by the Patient themselves)

Smith, Joe J

**B. Select a Third-Party Organization** (a third-party requester, such as a law enforcement agency or insurance company)

Law Offices of Joe Gibbs, 1411 Jefferson Davis, Arlington, VA 20220

**C. Search for a Person** (search for another person, or add a new one\*)

**Name** (Last) (First) An "\*" may be used as a wildcard.

,

**System ID** (the identification number created by this system for the person)

**FMP-SSN** (an external identifier for the person)

Include Patient Records  
 Include Non-Patient Records

**D. Search for an Organization** (search for another organization, or add a new one\*)

### 6.4.1 Requester Search

**NOTE:** The Requester Search hyperlink allows you to search for a particular requester. (You are searching for a patient in the database).

To search for a particular requester:

1. Select the Requester Tab.
2. Select the Requester Search hyperlink.
3. Enter the person's name for the search.
4. Click on the Search button.

# Protected Health Information Management Tool User Manual

Thursday, February 3, 2011 Patient Search Logoff

Patient User Requests Requester

Current Request: Disclosure

1 Select Patient 2 Select Requester 3 Request Details 4 Disclosure Details 5 Request Action

■ Create New Request  
■ Search for a Request

### Requester Search

Choose one of the following options:

**A. Select the Patient** (the request is being made by the Patient themselves)

←

**B. Select a Third-Party Organization** (a third-party requester, such as a law enforcement agency or insurance company)

**C. Search for a Person** (search for another person, or add a new one\*)

Name (Last)  (First) An "\*" may be used as a wildcard.

System ID (the identification number created by this system for the person)

EDIPII (an external identifier for the person)

Include Patient Records  
 Include Non-Patient Records

**D. Search for an Organization** (search for another organization, or add a new one\*)

Name (All or part of the name of the organization. An "\*" may be used as a wildcard.)

DMIS Code (the external identifier for the organization)

5. Select the patient from the Requester Search Results screen.

Monday, April 12, 2010 Patient Search Logoff

Patient User Requests Requester

Current Requester: Test, Ahebao

### Requester Search Results

Requester Summary  
Requester Requests  
Requester Profile

■ Requester Search

Search Results - Click on the name to select a requester

Name	ID	Address
Smith, John	253	1456 Terry Ln., Warston, MT 12554
Smith, John	749	13450, Bob Wilson, San Diego, CA 92134
Smith, John 2	748	34800, Suite 4, San Diego, CA 92134-9999

Other options:  
[Adjust your search criteria and try again.](#)  
[Create a new requester as a person.](#)  
[Create a new requester as an organization.](#)

Copyright © New Governance, Inc. 2000-2007, ALL RIGHTS RESERVED  
Version: 2.50 build [ 0939 ]

- The Requester Summary screen will display. The Regular User can display reports and/or letters by clicking the Display button or accessing another hyperlink.

Friday, February 11, 2005 Patient Search Logoff

Patient User Requests Requester

Current Requester: Thomas, Fred Sr

### Requester Summary

Requester Summary  
Requester Requests  
Requester Profile

■ Requester Search

Summary Item Filters

Reports  Letters

## 6.4.2 Requester Requests

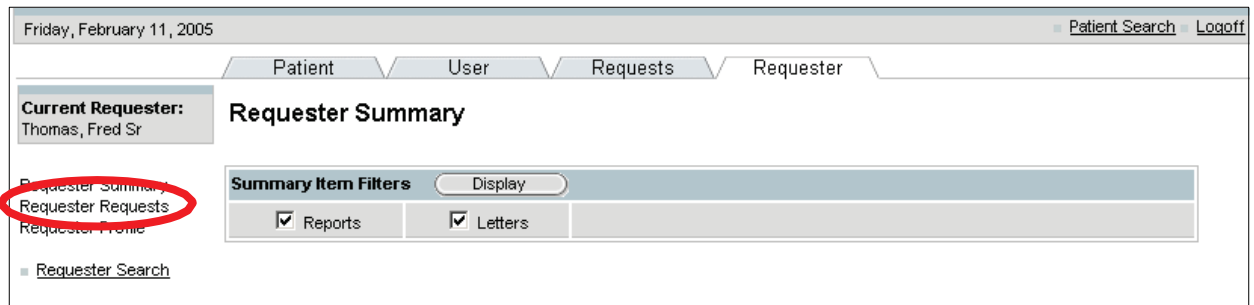
**NOTE:** The Requester Requests screen displays the status of all requests that were generated by a particular patient or organization.

To view the status of requests:

1. Select the Requester Tab.
2. Select the Requester Search hyperlink.
3. Enter the person's name for the search.
4. Click on the Search button.
5. Select the patient from the Requester Search Results screen.
6. Click on the Select button.
  - The Requester Summary screen will display.

**NOTE:** Steps 1-6 for Requester Requests are the same as those for Requester Search, 6.4.1. Refer to steps 1-6 in 6.4.1 for screen display information.

7. Select the Requester Requests hyperlink.



- The Requester Requests screen will display. All requests for that particular patient or organization and the status of those requests will be displayed. (Regular Users can view the status of a disclosure; however, they cannot view the details of the disclosure. They do not have access to the Request Session ID).

# Protected Health Information Management Tool User Manual

Friday, February 11, 2005 Patient Search Logoff

Patient User Requests Requester

**Current Requester:**  
Thomas, Fred Sr

**Requester Requests**  
Total Requests: 19

Requester Summary  
Requester Requests  
Requester Profile  
[Requester Search](#)

Request Session ID	Request Type	Patient	Requester	User	Status Cd	Creation Date
	Disclosure Accounting	Thomas, Fred Sr	Thomas, Fred Sr	Pradeep Thaivalappil	Request was Accepted	01/25/2005
	Disclosure Accounting	Thomas, Fred Sr	Thomas, Fred Sr	Pradeep Thaivalappil	Request was Accepted	01/25/2005
	Disclosure Accounting	Thomas, Fred Sr	Thomas, Fred Sr	Pradeep Thaivalappil	Request was Accepted	01/25/2005
	Disclosure Accounting	Thomas, Fred Sr	Thomas, Fred Sr	Pradeep Thaivalappil	Request was Accepted	10/20/2004
	Disclosure Accounting	Test, Pradeep	Thomas, Fred Sr	Pradeep Thaivalappil	Completed	10/20/2004
	Disclosure Accounting	Thomas, Fred Sr	Thomas, Fred Sr	Pradeep Thaivalappil	Completed	10/20/2004
	Disclosure Accounting	Thomas, Fred Sr	Thomas, Fred Sr	Pradeep Thaivalappil	Routed Request For Acceptance	10/19/2004

## 6.4.3 Requester Profile

**NOTE:** The Requester Profile hyperlink allows you to view information about the individual or organization making the request.

To edit the requester's profile:

1. Select the Requester Tab.
2. Select the Requester Search hyperlink.
3. Enter the person's name for the search.
4. Click on the Search button.
5. Select the patient from the Requester Search Results screen.
6. Click on the Select button.
  - The Requester Summary screen will display.

**NOTE:** Steps 1-6 for Requester Profile are the same as those for Requester Search, 6.4.1. Refer to steps 1-6 in 6.4.1 for screen display information.

7. Select the Requester Profile hyperlink.

# Protected Health Information Management Tool User Manual

Friday, February 11, 2005 Patient Search Logoff

Patient User Requests Requester

**Current Requester:**  
Thomas, Fred Sr

**Requester Summary**

Requester Summary  
Requester Requests  
**Requester Profile**  
Requester Search

**Summary Item Filters**

Reports  Letters

8. Enter the required information: name, requester type, EDIPN, SSN, Sponsor SSN, birth date of the requester. Use drop-down menus where applicable.

NOTE: The required fields are marked with an asterisk.

9. Click on the Update button.

**Current Requester:**  
Test, Ahebao

**Requester Profile / Person Details**

Name (Last) (First) (Middle) (Sr./Jr.)  
Test Ahebao

\* Type  
Patient

EDIPN (DoD EDI Person Identifier)  
0204634497

\* SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
481 - 60 - 9890

\* Sponsor SSN (in ###-##-#### format, enter '000-00-0000' if not known)  
685 - 90 - 9876

System ID (the identifier created by this system for the person)  
1298

\* Birth Date (birth date in MM/DD/YYYY format)  
07 / 13 / 1982

Email (example: johnf@yahoo.com)  
Alternate Communication Instructions (special instructions to send correspondence to the person)  
Comments (general comments about or for the person)  
Update

## 6.4.4 Requester Summary

NOTE: The Requester Summary hyperlink allows you to display all the letters and reports that were requested.

To view a summary of all disclosure letters and reports:

1. Select the Requester Tab.
2. Select the Requester Search hyperlink.
3. Enter the person's name for the search.

# Protected Health Information Management Tool User Manual

4. Click on the Search button.
5. Select the patient from the Requester Search Results screen.
6. Click on the Select button.
  - The Requester Summary screen will display.

**NOTE:** Steps 1-6 for Requester Profile are the same as those for Requester Search, 6.4.1. Refer to steps 1-6 in 6.4.1 for screen display information.

7. Select Letters or Reports (or both) by placing a check in the checkboxes.
8. Click on the Display button.

Friday, February 11, 2005 Patient Search Logoff

Patient User Requests Requester

**Current Requester:**  
Thomas, Fred Sr

**Requester Summary**

Requester Summary  
Requester Requests  
Requester Profile

**Summary Item Filters** Display

Reports  Letters

Requester Search

- A summary of all letters and reports of disclosures made by that requester will be displayed.

Friday, February 11, 2005 Patient Search Logoff

Patient User Requests Requester

**Current Requester:**  
Thomas, Fred Sr

**Requester Summary**

Requester Summary  
Requester Requests  
Requester Profile

Requester Search

**Summary Item Filters** Display

Reports  Letters

**Reports**

ID	Date	Person	Title
386	01/25/2005	Fred Thomas Sr	<a href="#">Protected Health Information Disclosure Report</a>
384	01/25/2005	Fred Thomas Sr	<a href="#">Protected Health Information Disclosure Report</a>
383	01/25/2005	Fred Thomas Sr	<a href="#">Protected Health Information Disclosure Report</a>
303	10/20/2004	Pradeep Test	<a href="#">Protected Health Information Disclosure Report</a>
301	10/20/2004	Fred Thomas Sr	<a href="#">Protected Health Information Disclosure Report</a>
270	09/21/2004	Fred Thomas Sr	<a href="#">Protected Health Information Disclosure Report</a>
16	07/08/2004	Fred Thomas Sr	<a href="#">Protected Health Information Disclosure Report</a>

**Letters**

ID	Date	Person	Title
307	11/16/2004	Fred Thomas Sr	<a href="#">Disclosure Report - Denial-Before Letter</a>
304	10/20/2004	Pradeep Test	<a href="#">Disclosure Report - Approval Letter</a>
302	10/20/2004	Fred Thomas Sr	<a href="#">Disclosure Report - Approval Letter</a>
283	09/21/2004	Fred Thomas Sr	<a href="#">Disclosure Restriction - Approval Letter</a>



## 7.0 USER ADMIN FUNCTIONALITY

The following information will provide you with step-by-step instructions for adding organizations, and establishing User-to-User Relationships (establishing office workflow).

Your role as User Admin requires you to perform various PHIMT activities to establish and maintain user information. The steps for performing these activities will be presented here and include the following:

- Establish workflow
- Setup a queue
- Create a requester favorites

### 7.1 ESTABLISH WORKFLOW

User-to-User relationships affect how requests are routed within PHIMT. These relationships need to be constructed in a manner that allows them the most use of all available Action Types shown on Request Action and Edit Activity screens. A typical request may be routed to a User Worklist, Privacy Specialist, or Other User. The User-to-User Relationships screen defines specific users who would be fulfilling these roles. This table shows the definitions of available user relationships.

User Relationship Definitions	
User Role	Description
Privacy Specialist	<ul style="list-style-type: none"> <li>• Privacy Specialist is a user who is responsible for accepting and approving disclosure and disclosure accounting requests.</li> <li>• A Privacy Specialist for a Regular User is usually someone from the same organization who is working in the Privacy Office.</li> <li>• A Privacy Specialist for a Privacy Specialist is a person at the high level who is working in the Central Privacy Office.</li> </ul> <p><u>NOTE:</u> The person selected as a Privacy Specialist should also have Privacy Specialist permission assigned to them by the User Admin.</p>
Backup Person	<ul style="list-style-type: none"> <li>• Backup Person is a user who acts in your place whenever you are not able to attend to your requests due to being out of the office for business or pleasure, changing work priorities, or other reasons.</li> <li>• All outstanding requests assigned to you will be reassigned to your Backup Person at the time when the Backup Person relationship is assigned.</li> <li>• Any new requests will be routed to your Backup Person instead of you. You can assign a date when the Backup Person relationship should end or leave it open ended.</li> </ul> <p><u>NOTE:</u> End the Backup Person relationship as soon as you can resume working on your own requests.</p>

## Protected Health Information Management Tool User Manual

To set up a Workflow:

1. Scroll to the bottom of the User Profile screen (Regular User).
2. Click on the New button next to Privacy Specialists.

The screenshot shows a user profile configuration page with five sections, each with a 'New' button and a table header:

- Allowed Worklist Viewers**: New button, table with columns Name, Start Date, End Date. Text: "There are no Allowed Worklist Viewers configured. Click new to add one."
- Backup Persons**: New button, table with columns Name, Start Date, End Date. Text: "There are no Backup Persons configured. Click new to add one."
- Information Officers**: New button, table with columns Name, Start Date, End Date. Text: "There are no Information Officers configured. Click new to add one."
- Privacy Specialist**: New button (circled in red), table with columns Name, Start Date, End Date. Text: "There are no Privacy Specialists configured. Click new to add one."
- Request Routing Contacts**: New button, table with columns Name, Start Date, End Date. Text: "There are no Request Routing Contacts configured. Click new to add one."

3. Enter Search Criteria for the Privacy Specialist that you want to add.
4. Click on the Search button.

The screenshot shows the 'User Profile \ User Search' interface. At the top, it says 'Monday, January 24, 2005' and 'Logoff'. Below the navigation tabs 'User' and 'Admin', the current admin is 'Scovel, Natalie US TMA'. The search form includes:

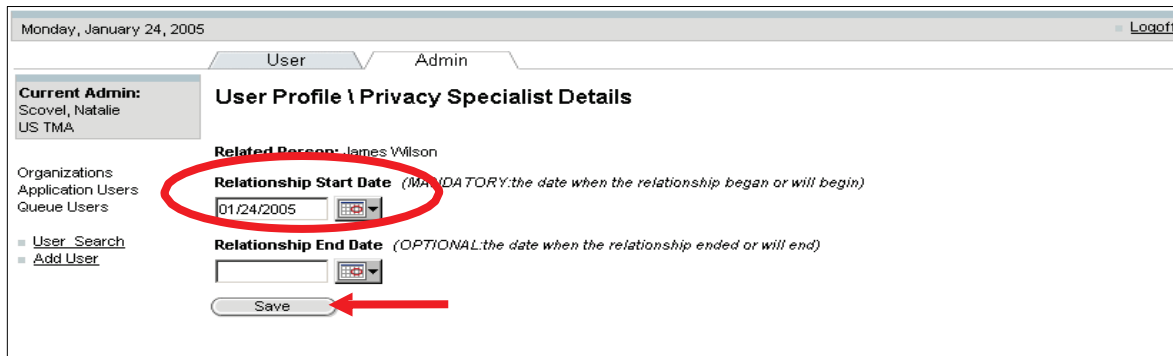
- Name**: (Last) Wilson, (First) James
- System ID**: (the identifier created by this system for the person)
- Search**: A button with a red arrow pointing to it.

5. Select the appropriate Privacy Specialist from the search results and click on the Select button.

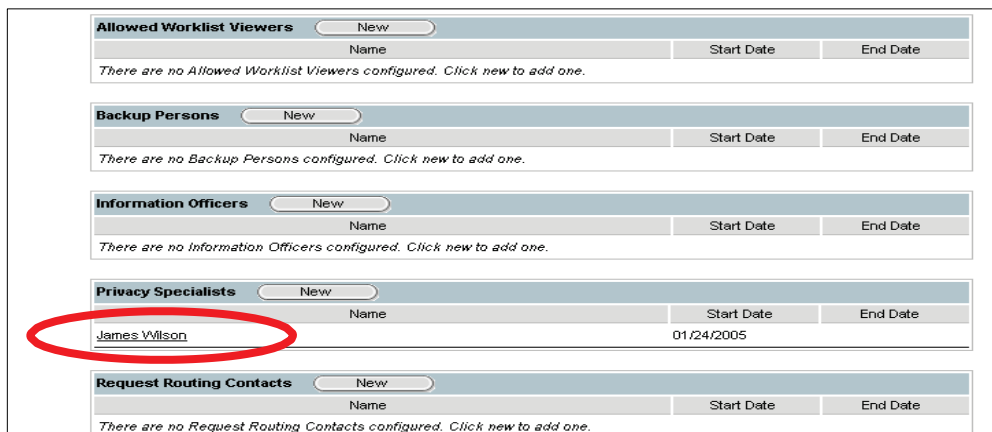
# Protected Health Information Management Tool User Manual



6. Set the Relationship Start Date/End Date. (The end date is optional).
7. Click on the Save button.



- The Privacy Specialist is added to the User Profile screen.

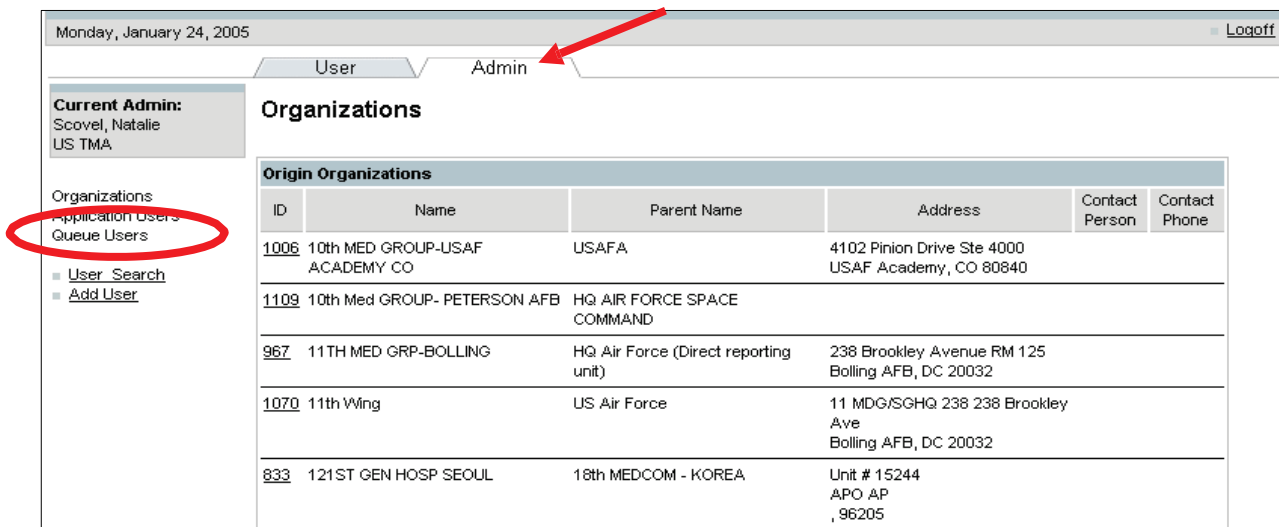


## 7.2 QUEUE SETUP

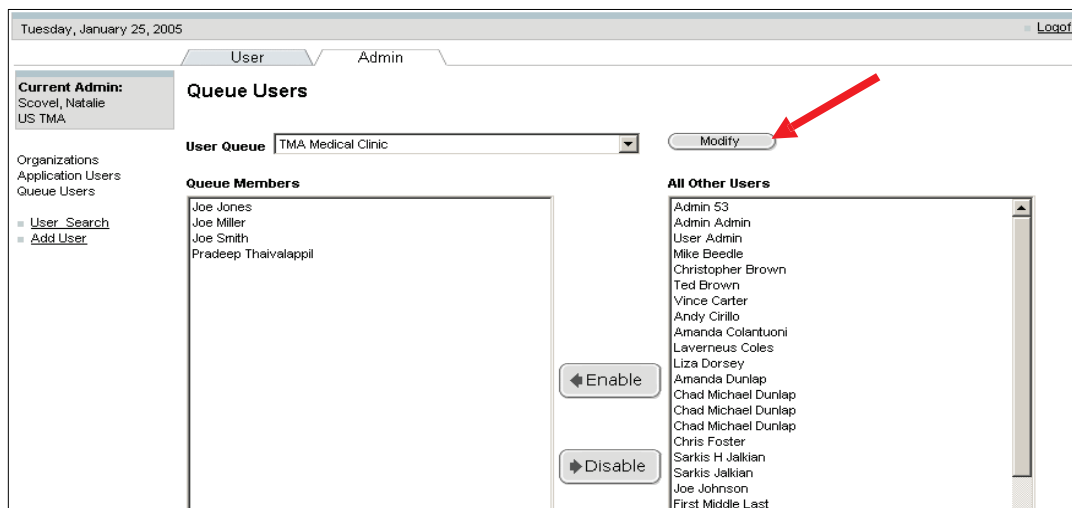
A queue is a distribution list for a specific organization that is comprised of two or more Privacy Specialists. The User Admin at the local command is responsible for setting up a queue. Queues are created to expedite the process of approving/denying a disclosure. Only users affiliated with a given organization will see that organization's routing options.

To setup a queue:

1. Select the Admin Tab.
2. Select the Queue Users hyperlink.

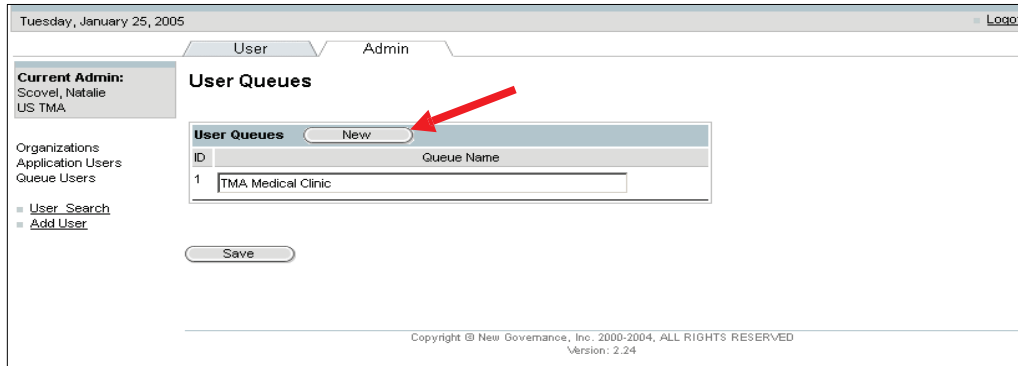


3. Click on the Modify button to add a new queue.

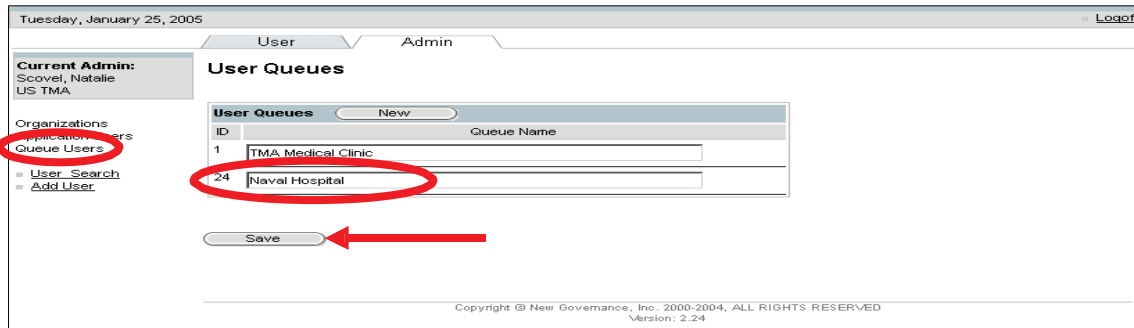


4. Click on the New button.

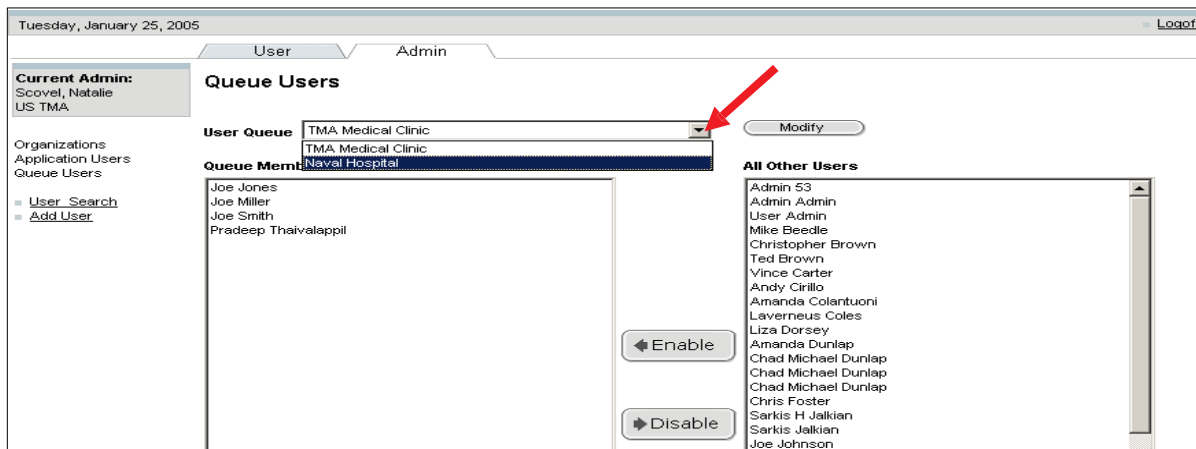
# Protected Health Information Management Tool User Manual



5. Enter the description of the Queue in the text box.
6. Click on the Save button.
7. Once saved, select the Queue Users hyperlink.



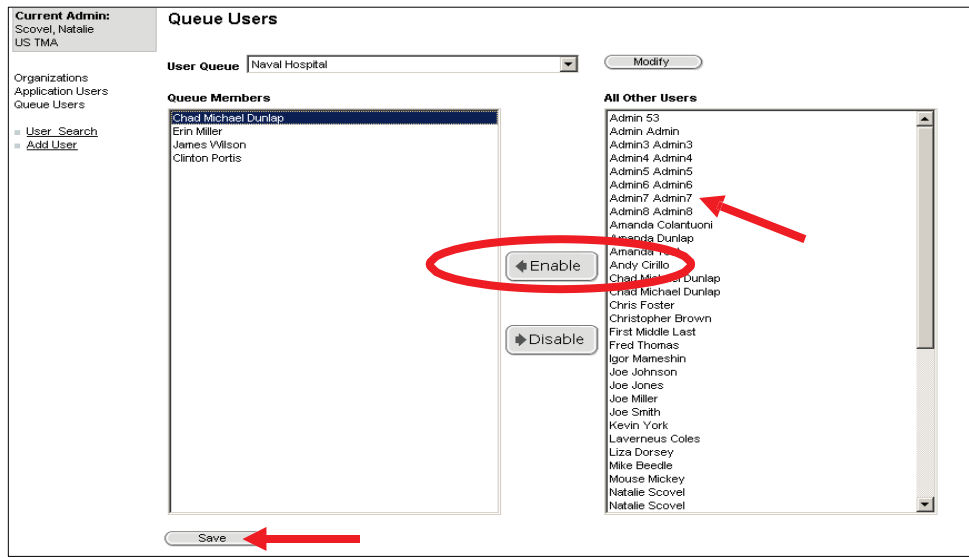
8. Select the Queue you created from the drop-down box.



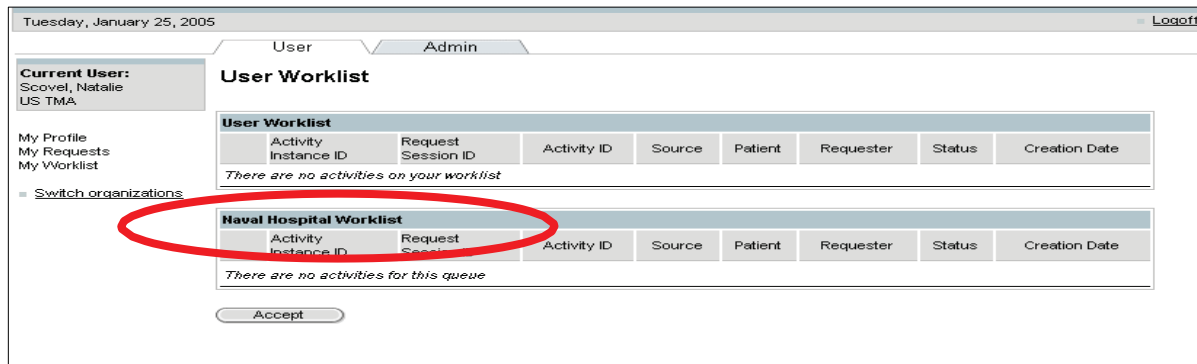
9. Select the users that you want to add to the queue and click on Enable.

# Protected Health Information Management Tool User Manual

10. Click on the Save button.



- The queue that you added will show up in the user's worklist.



## 7.3 REQUESTER FAVORITES

An organization can create a list of requester favorites that show up in the requester drop-down list. User Admins can set up the list of favorites per organization. If an organization name is not in the favorites list, the user will be allowed to search for it manually. A given “requester” can appear in multiple “favorites” lists.

To set up an organization's requester favorites:

1. Select the Admin Tab.
2. Select the Organization's hyperlink.
3. Select the ID hyperlink for your Origin Organization.

# Protected Health Information Management Tool User Manual

Monday, January 24, 2005 Logoff

User Admin

**Current Admin:**  
Scovel, Natalie  
US TMA

**Organizations**

Application Users  
Queue Users

- User Search
- Add User

**Origin Organizations**

ID	Name	Parent Name	Address	Contact Person	Contact Phone
1006	10th MED GROUP-USAF ACADEMY CO	USAF A	4102 Pinion Drive Ste 4000 USAF Academy, CO 80840		
109	10th Med GROUP- PETERSON AFB	HQ AIR FORCE SPACE COMMAND			
967	11TH MED GRP-BOLLING	HQ Air Force (Direct reporting unit)	238 Brookley Avenue RM 125 Bolling AFB, DC 20032		
1070	11th Wing	US Air Force	11 MDG/SGHQ 238 238 Brookley Ave Bolling AFB, DC 20032		

4. Scroll down to Favored Requesters and click on the Add button.

Update

**Contact People**

ID	Name	Phone	Address	Primary
There are currently no contact people associated with this organization. Click new to add one.				

**Child Organizations**

ID	Name	Address	Contact Person	Contact Phone	Active
There are currently no child organizations associated with this organization. Click new to add one.					

**Favored Requester**

ID	Name	Address
There are currently no favored requesters associated with this organization. Click new to add one.		

**Associated Addresses**

ID	Street	City	State	Zip	Alternate	Primary
709	4102 Pinion Drive Ste 4000	USAF Academy	CO	80840	No	<input type="checkbox"/>

5. Enter organization search criteria.

6. Click on the Search button.

# Protected Health Information Management Tool User Manual

Wednesday, January 26, 2011 Logoff

User Admin

**Current Admin:**  
Dunlap, Jackson  
US TMA

**Requester Search**  
Choose one of the following options:

Invoice Defaults  
Organizations  
Application Users  
Queue Users

[User Search](#)  
[Add User](#)

**A. Select a Third-Party Organization** (a third-party requester, such as a law enforcement agency or insurance company)  
Law Offices of Joe Gibbs, 1411 Jefferson Davis, Arlington, VA 20220 Select

**B. Search for a Person** (search for another person, or add a new one\*)

Name (Last) (First) An \* may be used as a wildcard  
System ID (the identification number created by this system for the person)  
EDIPH (an external identifier for the person)

Include Patient Records  
 Include Non-Patient Records

Search

**C. Search for an Organization** (search for another organization, or add a new one\*)

Name (All or part of the name of the organization. An \* may be used as a wildcard.)  
DMIS Code (the external identifier for the organization)

Search

\* You must search for an existing requester or requesting organization before adding a new one.

FOR OFFICIAL USE ONLY

7. If the requester is not found, click on the “Create a new requester as an Organization” hyperlink.

Monday, January 24, 2005 Logoff

User Admin

**Current Admin:**  
Scovel, Natalie  
US TMA

**Requester Search Results**

Organizations  
Application Users  
Queue Users

[User Search](#)  
[Add User](#)

**Search Results**

ID	Name	Address
There were no results that matched your search criteria.		

**Other options:**  
[Adjust your search criteria and try again.](#)  
[Create a new requester as a person.](#)  
[Create a new requester as an organization.](#)

Copyright © New Governance, Inc. 2000-2004. ALL RIGHTS RESERVED  
Version: 2.24

8. Enter the name of the Organization.
9. Select the organization type from the drop-down box.



# Protected Health Information Management Tool User Manual

Monday, January 24, 2005 Logout

User Admin

**Current Admin:**  
Scovel, Natalie  
US TMA

**Organization Details**

\* **Name** (is a subsidiary, start the organization name with its parent's name)  
Law Offices of M. McCarron

**Type**  
Attorney

**DMIS Code** (an optional alternative identifier for the organization)  
[Empty field]

**Parent Organization**  
US TMA

**Alternate Communication Instructions** (special instructions to send correspondence to the organization)  
[Empty field]

Organizations  
Application Users  
Queue Users

User Search  
Add User

10. Scroll down to the bottom of the screen and click on the Save button.

**Parent Organization**  
US TMA

**Alternate Communication Instructions** (special instructions to send correspondence to the organization)  
[Empty field]

**Comments** (general comments about or for the organization)  
[Empty field]

**Primary** (checked if the organization is primary)

**Active** (checked if the organization can be selected for authorizations, disclosures, etc.)

**Origin** (checked if the organization can be selected as an origin for disclosures)

**Requester/Recipient** (checked if the organization can be selected as a requester or recipient for disclosures or requests)

Save

11. Enter the Organization Address Details and click on the Save button.

Monday, January 24, 2005 Logout

User Admin

**Current Admin:**  
Scovel, Natalie  
US TMA

**Address Details**

**Address Format** (APO and FPO address should use USA format)  
USA  International

\* **Address Line 1** (the primary address line)  
123 Deer Lane

**Address Line 2** (normally a suite or apartment)  
[Empty field]

\* **City** (city name, or APO or FPO)  
Arlington

\* **State** (two character state identifier: IL, MN, CO, etc., or AA, AE, AP for APO/FPO)  
VA

\* **Postal Code** (USA: 99999-9999)  
22345 - [Empty field]

**Comments** (general comments about or for the address)  
[Empty field]

Organizations  
Application Users  
Queue Users

User Search  
Add User

Save

- If you are entering an International Address, click on the International radio button.

# Protected Health Information Management Tool User Manual

Monday, January 24, 2005 Logoff


User    Admin

**Current Admin:**  
Covell, Natalie  
S TMA

Organizations  
Application Users  
Inactive Users

[User Search](#)  
[Add User](#)

### Address Details

**Address Format** (APO and FPO address should use USA format)  
USA  International  

**Country** (country name)  
Antigua

**International Address Line 1**

**International Address Line 2**

**International Address Line 3**

**Comments** (general comments about or for the address)

- The organization that you added now appears in your requester favorites.

#### Contact People

ID	Name	Phone	Address	Primary
<i>There are currently no contact people associated with this organization. Click new to add one.</i>				

#### Child Organizations

ID	Name	Address	Contact Person	Contact Phone	Active
<i>There are currently no child organizations associated with this organization. Click new to add one.</i>					

#### Favored Requesters

ID	Name	Address	
1220	Law Offices of M. McCarron	123 Deer Ln., Arlington, VA 22345	<a href="#">remove</a>

#### Associated Addresses

ID	Street	City	State	Zip	Alternate	Primary
709	4102 Pinion Drive Ste 4000	USAF Academy	CO	80840	No	<input checked="" type="radio"/>

#### Phone Numbers

ID	Phone	Comment	Active	Primary
<i>There are currently no phone numbers on record for this organization. Click new to add one.</i>				

# Protected Health Information Management Tool User Manual

- When logging in as a Regular User, the organization that you added will appear in the requester favorites drop-down box for your organization

Tuesday, January 25, 2005 Patient Search bQgOf

Patient \ User \ Reg Requester \

**Current Requester:** None

**Requester Search**

**Choose one of the following options:**

**A. Select a Third-Party Organization** (a third-party requester, such as a law enforcement agency or insurance company)

Requester Summary: Requester Request: Requester Profile:

**Requester Search**

**B. Search for a Person** (search for another person, or add a new one)

**Name** (Last) (First) An\* may be used as a wildcard.

**System** 10 (the identification number created by this system for IM person)

**FMP-SSN** (an external identifier for the person)

**C. Search for an Organization** (search for another organization, or add a new one)

**Name** (All or part of the name of the organization. An\* may be used as a wildcard.)

**DMIS Code** (the external identifier for the organization)

Include Patient Records  
 Include Non-Patient Records

## 8.0 GLOSSARY

To facilitate clarity the following terms will be used throughout the document and are defined as follows:

TERM	DEFINITION
Accounting Suspension	An action that results in the temporary postponement of a previously approved disclosure. The suspension can be either specific (referring to a particular disclosure) or type (referring to a disclosure of a particular type). Suspensions can be oral, lasting for up to thirty days, or written, lasting up to six months.
Action	A specific activity that requires a response to a request.
Add Organization	A hyperlink on the Admin Tab that allows the User Admin to enter new user facilities to the current listing
Add User	A hyperlink on the Admin tab that allows the User Admin to enter a new user into the database.
Admin Tab	One of two label tags that provide access to a set of User Admin activities that regulate administrative functions of the PHIMT database. These activities include: maintaining disclosure types and organizations, and creating/modifying users.
All User's List	A hyperlink on the Admin tab that provides a listing of all users in the database. This hyperlink makes user management available.
Attach	An option that allows the User to send documentation or files with a disclosure.
Authorization	A hyperlink on the Patient tab that allows the User to process an approval for a disclosure.
Back	A navigation button that allows the Regular User to return to the previous screen.
Complaint	Activity that allows a user to file a HIPAA grievance against a person or organization.
Create	An option that allows the Regular User to initiate a new activity.
Create New Request	A hyperlink on the Requests tab that allows the Regular User to initiate a request for a new disclosure activity.
Disclosure	A hyperlink on the Requests tab that allows the Regular User to forward a release of protected health information to the Privacy Specialist.
Disclosure Accounting	A hyperlink on the Requests tab that allows the Regular User to process a justification for a disclosure.
Disclosure Details	Refers to information about a specific release that the Regular User can
Disclosure Restriction	Placing constraints on either the information being released or its recipient.

Protected Health Information Management Tool  
User Manual

TERM	DEFINITION
Display	An option that allows the Regular User to view various types of information about a particular patient or disclosure activity.
Generate Form	A hyperlink on the Patient tab that allows the Regular User to create forms and letters for various disclosure activities and situations.
Login	The opening screen that requires a User ID and Password.
Logoff	A hyperlink that allows the Regular User to exit PHIMT.
MDR Data	Data that has been imported from the MHS Data Repository.
MTF	Military treatment facility.
My Profile	A hyperlink on the User tab that allows the Regular User to enter/update personal information and preference data.
My Requests	A hyperlink on the User tab that allows Regular Users to view the status of all requests initiated by them.
My Worklist	A hyperlink on the User tab that serves as an electronic inbox. It allows Regular Users perform desktop duties such as viewing all tasks currently assigned to them.
New	An action button that allows the Regular User to develop a new item, patient, or organization.
New Patient Record	A hyperlink on the Patient Search Results screen that allows Regular Users to provide information about a new patient.
Next	A navigation button that allows the Regular User to proceed to the next step in an activity.
Organization	A Military Service or MTF.
Organization Management	A hyperlink on the Admin tab that allows the User Admin to create and/or modify facilities within the database. This term refers to the process of maintaining a user's organization profile and status.
Patient Profile	A hyperlink on the Patient tab that allows the Regular User to create or edit patient information.
Patient Search	A hyperlink on the Patient tab and main screen that allows the Regular User to look for a particular patient in the database.
Patient Tab	A tag or label that provides the User with patient-specific activities.
PHI	Protected Health Information.
PHIMT	Protected Health Information Management Tool.
Privacy Specialist	The Privacy Officer or designee at an MTF or Service level. This role allows the user to maintain disclosure reporting, approve/deny disclosure requests, amend requests, and to restrict and suspend disclosures.
Record Disclosure	Documentation and confirmation of the release of PHI.
Regular User	A general role with basic functionality. This role can create disclosures and authorization requests that can be routed to a Privacy Specialist.

Protected Health Information Management Tool  
User Manual

TERM	DEFINITION
Request	The first step in initiating a disclosure activity.
Request Action	A prompt for a specific performance (route to Privacy Specialist or route to your Worklist) to be taken on a disclosure.
Request Details	Allowing the Regular User to view relevant information about a particular disclosure.
Requester	The individual or agency asking for the disclosure.
Requester Profile	A hyperlink on the Requester tab that allows the user to view information about the individual or organization making the request.
Requester Requests	A hyperlink on the Requester tab that allows Regular Users to view a listing of all requests that were made by an individual or an organization.
Requester Summary	A hyperlink on the Requester tab that allows the Regular User to view a brief of all requests initiated by an individual or organization.
Requester Tab	A tag or label that allows the Regular User to access information about the individual or agency making a request for a disclosure.
Requests Tab	A tag or label that allows the regular User to access information about the activities that have been requested by an individual or organization.
Restriction	A constraint put upon a particular disclosure activity. The constraint could refer to denying access to a particular individual or a particular time frame.
Revoke Authorization	A user rescinding a previous approval for a particular disclosure
Role	A named collection of permissions. A role allows users with the same permissions to be grouped under a unique name such as: Regular User, User Admin, or Privacy Specialist.
Routing	Forwarding an approval request for disclosure to your worklist for later action, or to another individual. For example, a Regular User may forward the approval request to a Privacy Specialist.
Save	An action button that allows Regular Users to save data entries, information, and procedures.
Search	An action button that allows Regular Users to search for a particular individual or activity.
Search for a Request	A hyperlink on the Requests tab that allows the Regular User to look for a particular request made by that person.
Select	An action button that allows Regular Users to select a particular patient or activity.
Status Box	Avgray box in the upper left corner of all screens. This box displays the current information for a patient or activity; depending on actions being performed.

Protected Health Information Management Tool  
User Manual

TERM	DEFINITION
Summary	A hyperlink on the Phone Number Details screen of the Patient tab that allows Regular Users to view a brief of all disclosure activities for a particular patient.
Summary Item Filter	A feature accessed on the Patient Summary screen. It allows the user to display a synopsis on disclosures, suspensions, restrictions, reports, letters, and complaints.
Suspension	The act of delaying a disclosure or putting it on hold temporarily.
Switch Organizations	A hyperlink on the User tab that allows Regular Users assigned to more than one organization to switch between their organizations. This allows them to change their primary status in an organization.
TCL	The table where the MDR data is stored.
DHA	Defense Health Agency.
Update	An action button that allows Regular Users to update information or perform additional activities.
User Admin	A role that allows the user to set up all accounts for users within their facilities as directed by the MTF Privacy Officer. The User Admin creates and assigns user names and passwords, adds/modifies users from within their Service, assigns roles, creates user-to-user relationships, verifies the identity of individuals who access PHIMT, and provides login information to users. The User Admin also creates workflows by routing the requests of a Regular User to a Privacy Specialist and from a Privacy Specialist to another Privacy Specialist, if necessary.
User Profile	Used when referring to the Add User activity. This profile screen allows the User Admin to enter personal information and preference data about a new user
User Role	A named collection of permissions. A role allows Users with the same permissions to be grouped under a unique name such as Regular User, User Admin, or Privacy Specialist. Each role has varying degrees of permissions. Roles allow users with the same permissions to be grouped under a unique name (ex. Regular User, User Admin, and Privacy Specialist). The MTF Privacy Officer usually determines the appropriate role.
User Search	A hyperlink on the Admin tab that allows the User Admin to search for a particular user.
User Tab	A tag or label that allows the Regular User to access all PHIMT User-related information. This tab is designed to track all tasks assigned to a user

Protected Health Information Management Tool  
User Manual

TERM	DEFINITION
User-to-User Relationship	The different user types and how they work with one another. The User Admin creates this relationship as directed by the MTF Privacy Officer. The Privacy Officer understands how the MTF manages disclosures. The User Admin understands how to create a workflow by routing requests of a Regular User to a Privacy Specialist and from a Privacy Specialist to another Privacy Specialist, thereby creating the working relationships between the different users. Multiple user relationships can be established throughout the facility.

## 9.0 USER ROLE PERMISSIONS

PHIMT PRIVACY SPECIALIST PERMISSIONS	
PHIMT Privacy Specialist Tab	Enabled Permissions
Logon/Logoff	Both
User Tab	Change password Switch to other organizations Update address User profile User workflow Workflow activity Workflow request Workflows tab
Admin Tab	Administrative workflow Attach file Backup person relationship Organization management
Patient Tab	Create patient New request: deny request now Patient accounting request Patient accounting suspensions Patient alternate communication Patient authorization Patient disclosure restrictions Patient profile Patient search Patient summary Patient workflow Record disclosure View disclosure
Requests Tab	Complaint workflow Disclosure accounting Disclosure request



Protected Health Information Management Tool  
User Manual

	<ul style="list-style-type: none"> <li>Simple disclosure request</li> <li>Disclosure imports</li> <li>Edit request: accept request</li> <li>Edit request: approve request</li> <li>Edit request: complete PHI retrieval</li> <li>Edit request: process complaint</li> <li>Edit request: route to another Privacy Specialist</li> <li>Edit request: route to other user</li> <li>New request: process request now</li> <li>New request: route to another Privacy Specialist</li> <li>New request: route to other user</li> <li>New request: route to My Worklist</li> </ul>
Requester Tab	<ul style="list-style-type: none"> <li>Requester summary</li> <li>Requester workflow</li> </ul>
<b>PHIMT USER ADMIN PERMISSIONS</b>	
PHIMT User Admin Tab	Enabled Permissions
Logon/Logoff	Both
User Tab	<ul style="list-style-type: none"> <li>Switch to other organizations</li> <li>Update address</li> <li>User profile</li> <li>User workflow</li> <li>User worklist</li> <li>Workflow request</li> </ul>
Admin Tab	<ul style="list-style-type: none"> <li>All users list</li> <li>Attach file</li> <li>Organization management</li> <li>User management</li> </ul>
Patient Tab	None (can perform patient profile and patient relationship activities.)
Requests Tab	None (perform new request: route to my worklist activity.)
Requester Tab	None
<b>PHIMT REGULAR USER PERMISSIONS</b>	
PHIMT Regular User Tab	Enabled Permissions
Logon/Logoff	Both
Patient Tab	<ul style="list-style-type: none"> <li>Create patient</li> <li>Generate form</li> <li>Generate letter</li> <li>Patient authorization</li> <li>Patient profile</li> <li>Patient search</li> <li>Patient summary</li> <li>Patient workflow</li> <li>View disclosure</li> </ul>
User Tab	Change password

Protected Health Information Management Tool  
User Manual

	Switch to other organizations Update address User profile User workflow User worklist Workflow activity Workflow request Workflows tab
Admin Tab	None (can attach file as part of another activity)