

Tips for Use of Authorization for Release of Verbal Communication AND Exchange of Written Information

PURPOSE: To ensure authorization is on file for current and future sharing of information between those listed in Sections 2 and 3 only

Examples for use (but not limited to):

- School issues (ADD, IEP, asthma or other chronic conditions) communicated with and released to school staff
- Working with payers to certify/pre-approve services
- Coordination of community/social services (excluded from continuity of care purposes which doesn't require an authorization)
- Coordination of medical services where special authorization is required: Mental Health, AODA, HIV test results where both verbal AND written authorization is needed

Examples **NOT** for use:

- NOT INTENDED FOR HIM (Health Information Management) TO IMMEDIATELY RELEASE COPIES – ONLY THE PERSON LISTED IN SECTIONS 2 AND 3 MAY SHARE
- Provider to provider exchange of PHI (does not require authorization)
- For the sole purpose of releasing copies of PHI
 - Use form 1280490-DT Authorization for Disclosure of Protected Health Information
- For the sole purpose of authorizing verbal communication
 - Use form 1280490V-DT Authorization for Verbal Communication and/or to Leave Voice Mail Messages
- 'General catch all authorization' to capture any and all type of authorization needed

Form Completion Tips:

Section 1 – Use label with MRN and DOB, if not already pre-populated when printing from Cadence

Section 2 – Check either UW Health or a particular clinic/unit or specific person authorized to exchange information

- Least Restrictive: Organization
- Moderately Restrictive: Smaller section within an organization
- Most Restrictive: List an individual person (limits the exchange for that person only)

Section 3 – Enter name of organization/person authorized to receive/exchange information with that listed in Section 2

- Least Restrictive: Organization
- Moderately Restrictive: Smaller section within an organization
- Most Restrictive: Individual person (including first and last name)
- Full address should be included to allow for exchange of PHI
- Phone number is only required when authorized to communicate via telephone and/or leave voice mail messages
- **NOTE:** Only one person/organization may be listed per authorization. If multiple people/organizations are desired, an authorization is required for each one, except for mother/father from same household

Sections 4 and 5 – Include what types(s) of information can be shared, if different from ANY and ALL – These boxes are pre-checked as both situations must apply in order to use this authorization

- Section 4 – Written: Can be defined by condition/diagnosis (Asthma, ADD, Lung Cancer), date range (past 5 years), or other (specific forms/tests/procedures, etc.)
- Section 5 – Verbal: Two-way communication

Section 6 – Additional options for voice mail – Check box if patient authorizes voice mail messages to be left at the number listed in Section 3

- If patient authorizes leaving detailed voice mail on the patient's own voice mail, the Authorization for Verbal Communication and/or to Leave Voice Mail Messages authorization (1280490V-DT) should be used instead of this form
- Authorization includes any information to be left on voice mail, unless patient specifies on the authorization such limitations (example: No lab results, no OB appointment information, etc.)

Section 7 – Purpose of disclosure – Care Coordination is prepopulated as a default. If other reason, please enter

Section 8 – Authorization expiration – Standard expiration date will be one year from date of signature unless a new date is entered – if a longer period of time is requested by the patient, a five-year range is a good timeframe to use

- **NEW:** The option of Indefinite has been removed to reduce the risk of unknown authorization over a long period of time (patient forgets about an indefinite authorization)

Authorization paragraph:

This authorization includes disclosure of information regarding **psychiatric consults and mental illness, developmental disabilities, alcohol or drug treatment, AIDS or AIDS-related illness, sexually transmitted infection, and/or HIV test results**, unless the patient chooses to limit the information authorized.

- To do that, they must list the limitations in the space provided.

Signature of Patient/Representative: Signed by person legally authorized to sign

Signature of Guardian – Guardianship is a legally authorized designation – see FYI flag and scanned document for appropriate legal papers

- Stepparent cannot sign unless legal papers are on file

Date – Enter the date in which the patient/representative/guardian signed the authorization

Patient is/Legal Authority – Complete if Guardian/Representative is completed



**EXCHANGE OF INFORMATION
Authorization for Release of Verbal
Communication AND Exchange of
Written Information**

1. Patient Information

Name- Last, First, MI	Date of Birth	Medical Record Number (if known)	
Street Address	City	State	Zip

2. Exchange of Information between: UW Health (or):

Name – (e.g., Health Facility, Physician...)		
Address		
City	State	Zip Code

3. And: (Only one person/organization/phone # per authorization)

Name – (e.g., Insurance Company, Lawyer, School, Physician, Patient...)		
Address	Phone Number	
City	State	Zip Code

Information to be Disclosed: **BOTH verbal and written information** – if only one is exclusively being requested, use Authorization for Disclosure of Protected Health Information 1280490-DT or Authorization for Verbal Communication and/or to Leave Voice Mail Messages 1280490V-DT.

4. Written Medical Record Documentation to be Disclosed: Includes ANY and ALL records unless otherwise specified below:

Records pertaining to (Dates or Conditions): _____

Other (Describe): _____

AND

5. Exchange of Verbal Communication between those listed in Sections 2 & 3

6. Additional option to leave VOICE MAIL to those listed in Section 3

Voice mail includes any information, unless specified: _____

7. Purpose or Need for Disclosure: Care Coordination unless otherwise specified: _____

8. This authorization will expire one year from signature unless otherwise indicated below:

Other specific expiration date: _____ (mm/dd/yyyy)

****PLEASE SEE NEXT PAGE FOR FURTHER INFORMATION****

In accordance with the conditions listed above and on the next page of this form, I authorize the use and/or disclosure of my medical information. I understand that there may be a charge for copies. This authorization includes disclosure of information regarding psychiatric consults and mental illness, developmental disabilities, alcohol or drug treatment, AIDS or AIDS-related illness, sexually transmitted infection, and/or HIV test results, unless I limit the disclosure to exclude the following:

Signature of Patient/Representative: _____ Date: _____ (mm/dd/yyyy)

If signed by person other than the patient, print name and state relationship and authority to do so. (See reverse side for more information)

Print Name: _____ Relationship: _____

Patient is: Minor Incompetent/Incapacitated Deceased

Legal Authority: Legal Guardian Parent of Minor Spouse of Deceased

Health Care Agent _____

Personal Representative/Domestic Partner of Deceased Other _____

ADDITIONAL INFORMATION REGARDING AUTHORIZATION FOR DISCLOSURE OF PROTECTED HEALTH INFORMATION

UW Health Care providers honor a patient's right to confidentiality of medical information as provided under federal and state law. Please read the following guidelines before signing this authorization.

Release of Information: The information released may be obtained from the medical record of UW Health. It may be obtained from multiple paper-based or electronic-based forms (as applicable). It may include data elements from outside sources that are embedded in tables and documents. Copies released from Health Information Management include medical records only.

Sending Authorizations to UW Health: Authorizations for UW Health sites can be mailed to **UW Health - Health Information Management, 8501 Excelsior Drive Madison, WI 53717**. See a detailed listing of clinics that release their own records on uwhealth.org. This information is located in the Patient and Visitor section, How to Obtain Your Medical Records.

Federal HIPAA Privacy Rules: These federal rules indicate when your protected health information may be used or disclosed without your authorization. Please see our Notice of Privacy Practices for additional information. You can find a copy of the Notice of Privacy Practices on the website at uwhealth.org. This information is located on the bottom right corner of the website. Click on Notice of Privacy Practices (HIPAA).

Wisconsin Right to Privacy: Wisconsin law protects the confidentiality of patient health care records and indicates when records may be disclosed without your authorization. In addition, under Wisconsin law, you have the right to be free from unreasonable invasions of privacy.

Verbal Communication Only: This authorization allows for verbal communication (both in person and on the telephone) between UW Health and the designated person(s) on this form. It does not allow for copies of medical records to be released.

No Obligation to Sign: You are under no obligation to sign this form, and you may refuse to do so. Except as permitted under applicable law, UW Health care providers may not refuse to provide you treatment or other health care services if you refuse to sign this form.

Revocation: You have the right to revoke this authorization, in writing, at any time before it ends. However, your written revocation will not affect any disclosures of your medical information that the person(s) and/or organization(s) listed on the reverse side of this form have already made, in reliance on this authorization, before the time you revoke it. In addition, if this authorization was obtained for the purpose of insurance coverage, your revocation may not be effective in certain circumstances where the insurer is contesting a claim. Your revocation must be made in writing and addressed to: UW Health - Health Information Management (Release of Information), 8501 Excelsior Drive, Madison, WI 53717.

Re-release: If the person(s) and/or organization(s) authorized by this form to receive your protected health information are not health care providers or other people who are subject to federal health privacy laws, the protected health information they receive may lose its protection under federal health privacy laws, and those people may be permitted to re-release your protected health information without your prior permission.

Right to Inspect: You have the right to inspect or copy the protected health information for whose disclosure you are authorizing, with certain exceptions provided under state and federal law. If you would like to inspect your records, contact the patient accounting (for billing records) or Health Information Management department (for medical records) at 8501 Excelsior Drive Madison, WI 53717 or 608-263-6030, Option 3.

Fees: There is no charge for records requested by or released to other Healthcare organizations. A fee will be charged for other requested purposes. See uwhealth.org for more details on fees assessed, or call Release of Information during normal business hours at 608-263-6030, Option 5.

Multiple Formats for Release of Medical Records (Paper vs DVD): You may request records to be provided to you in different formats, however only one format will be released per authorization. You will be asked to submit a separate request for each format if both formats are desired (and may be charged for each request).

Signatures: Generally, if you are 18 years of age or older, you are the only person who is permitted to sign this form to authorize the disclosure of your protected health information. If you are under the age of 18, your parent or guardian must sign this form for you. However, there are many situations in which this general rule does not apply. For more information regarding who is authorized to sign this form, contact UW Health - Health Information Management, 8501 Excelsior Drive, Madison, WI 53717, or call (608) 263-6030, Option 3.