

Guidance: Scheduling and Confirming Appointments

SCHEDULING AND CONFIRMING APPOINTMENTS

If parent, guardian, family member, and/or friend contacts the University of Chicago Medicine to schedule or confirm an appointment Please verify the identity of the caller by asking the individual to supply information about the patient such as the last 4 digits of the patient's social security number, birth date, and home address, etc. Please do NOT provide this information to the caller and ask them if it is correct. Rather, you should be asking the caller for this information. If the caller attempts to elicit any additional information regarding the patient's condition or purpose of the visit, do not provide them with that information unless the patient has given permission to release the information to the caller. Only provide the minimum necessary. The minimum necessary standard is a key protection under the HIPAA regulation, and states we must only access, view, use or disclose the smallest or minimum amount of PHI necessary to accomplish the intended purpose.

For example, if an adult child of an individual calls to confirm an appointment date and time and is asking if that specific appointment is correct, it is appropriate to answer yes or no based on that information. If the information provided is the correct date and the time is within an hour, you may provide the correct time. If not, it would be appropriate to ask that the patient be present when the call is made or to ask the patient to call directly.

**Any questions/comments/concerns please feel free to reach out to
the Privacy Program at:**

773-834-9716 or hpo@bsd.uchicago.edu