

AMENDMENT

POLICY—Right to Amend. We will allow an individual to request to amend his or her protected health information for as long as we or our business associates maintain the protected health information in designated record sets. We may deny an amendment request only as specified below.

PROCEDURE—Amendment Requests. As promptly as required under the circumstances, but no later than ten calendar days after receiving a request from a patient to correct or amend its record of the patient's health care information, the health care provider shall:

- (a) Make the requested correction or amendment and inform the patient of the action;
- (b) Inform the patient if the record no longer exists or cannot be found;
- (c) If the health care provider does not maintain the record, inform the patient and provide the patient with the name and address, if known, of the person who maintains the record;
- (d) If the record is in use or unusual circumstances have delayed the handling of the correction or amendment request, inform the patient and specify in writing, the earliest date, not later than twenty-one days after receiving the request, when the correction or amendment will be made or when the request will otherwise be disposed of; or
- (e) Inform the patient in writing of the provider's refusal to correct or amend the record as requested and the patient's right to add a statement of disagreement.

PROCEDURE—Amendment Response. Only our Privacy Officer may determine whether to grant or deny an individual's amendment request. Our Privacy Officer will process each amendment request as follows:

- Use the Denial of Amendment form to inform the individual whether the amendment will be granted or denied (with a statement of the reasons for denial, an explanation for submitting written disagreement and other options for tagging protected health information as disputed, and the procedures for complaining to us and to HHS about a denial).
- If amendment is granted, forward any changes made in the patient's health care information or health record, including any statement of disagreement, to any third-party payor or insurer to which the health care provider has disclosed the health care information that is the subject of the request.
- Use the Notification to Amend form to inform managers of departments and business associates with affected designated record sets that they are required to amend the record, and furnish the amendatory material to append or link to the affected records. Obtain from managers of affected departments lists of contact information for those entities, including our business associates, that may have and rely on the unamended records to the detriment of the individual so that Privacy Officer may notify them of the amendment.

- Have the appropriate form included in the individual's records, and retain a copy for the Privacy Officer file.

POLICY—Bases for Denying Amendment Request. We may decline to amend protected health information if:

- We did not create the information (unless the individual provides a reasonable basis to believe the originator is no longer available to act on the request).
- The information to be amended is not part of a designated record set maintained by us or by a business associate on our behalf.
- The information is accurate and complete.
- The information to be amended may be withheld from the right of access.

POLICY—Amending on Another Covered Entity's Notice. We will amend protected health information in our designated record sets upon receipt of notice from a covered entity that the protected health information has been amended.

PROCEDURE—Amending on Another Covered Entity's Notice. Promptly inform our Privacy Officer upon receipt of a notice from a covered entity that protected health information has been amended, and send the notice to our Privacy Officer. Our Privacy Officer will:

- Determine if we hold the affected protected health information in our designated record sets or in designated record sets held on our behalf by business associates, and
- Use the Notification to Amend Records form to notify and instruct the Directors of departments and our business associates with affected designated record sets to amend the affected records.

PROCEDURE—Departments. The Director of each affected department must ensure that the affected records in the department's designated record set are properly amended as specified in the Notification to Amend Records from our Privacy Officer, and that thereafter each disclosure is only of the properly amended records.

POLICY—Designations. We must identify in writing each designated record set we maintain or that is maintained on our behalf by our business associates, and the titles of persons or offices responsible for receiving and processing amendment requests.

PROCEDURE—Designations. The Director of each affected department must document the persons or job categories responsible for receiving and processing amendment requests in the department, and the designated record sets maintained in the departments or for the departments by business associates.

POLICY—Documentation. We must document, on paper or electronically, each designated record set we maintain or that is maintained on our behalf by our business associates, the

titles of persons or offices responsible for receiving and processing amendment requests, each amendment request we receive, our response, and any other documentation regarding our compliance with respect to amendment requests.

PROCEDURE—Documentation. You must include in the individual's records and furnish to our Privacy Officer each amendment request received and our response. You must also furnish our Privacy Officer the designation of personnel and record sets and any other documentation regarding our compliance with respect to amendment requests. Our Privacy Officer will retain this documentation until 6 years after the later of its creation or last effective date.

RCW 70.02.100

Correction or amendment of record.

- (1) For purposes of accuracy or completeness, a patient may request in writing that a health care provider correct or amend its record of the patient's health care information to which a patient has access under RCW [70.02.080](#).
- (2) As promptly as required under the circumstances, but no later than ten days after receiving a request from a patient to correct or amend its record of the patient's health care information, the health care provider shall:
 - (a) Make the requested correction or amendment and inform the patient of the action;
 - (b) Inform the patient if the record no longer exists or cannot be found;
 - (c) If the health care provider does not maintain the record, inform the patient and provide the patient with the name and address, if known, of the person who maintains the record;
 - (d) If the record is in use or unusual circumstances have delayed the handling of the correction or amendment request, inform the patient and specify in writing, the earliest date, not later than twenty-one days after receiving the request, when the correction or amendment will be made or when the request will otherwise be disposed of; or
 - (e) Inform the patient in writing of the provider's refusal to correct or amend the record as requested and the patient's right to add a statement of disagreement.

RCW 70.02.110

Correction or amendment or statement of disagreement -- Procedure.

- (1) In making a correction or amendment, the health care provider shall:
 - (a) Add the amending information as a part of the health record; and
 - (b) Mark the challenged entries as corrected or amended entries and indicate the place in the record where the corrected or amended information is located, in a manner practicable under the circumstances.
- (2) If the health care provider maintaining the record of the patient's health care information refuses to make the patient's proposed correction or amendment, the provider shall:
 - (a) Permit the patient to file as a part of the record of the patient's health care information a concise statement of the correction or amendment requested and the reasons therefor; and
 - (b) Mark the challenged entry to indicate that the patient claims the entry is inaccurate or incomplete and indicate the place in the record where the statement of disagreement is located, in a manner practicable under the circumstances.
- (3) A health care provider who receives a request from a patient to amend or correct the patient's health care information, as provided in RCW [70.02.100](#), shall forward any changes made in the patient's health care information or health record, including any statement of disagreement, to

any third-party payor or insurer to which the health care provider has disclosed the health care information that is the subject of the request.