



*Kaiser Permanente Medical Center, San Francisco
Northern California Region*

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 Work Instruction		
Title: Post-Coroner or other Legal Request		WI Number: SFOWI-0827 Revision: 6
Department: Clinical Lab Post-Analytical Area: 2200 Geary Blvd SFO Clinical Lab 2238 Geary Blvd SFO Clinical Lab 2425 Geary Blvd SFO Hospital Lab 4131 Geary Blvd French Campus Lab	<i>Approved & Released Work Instruction</i>	Implementation Date: 07/13/2018
Type of Document: Work Instruction		Review Period - 340 Days

Purpose

In accordance with Kaiser Permanente confidentiality policies, all Kaiser Permanente employees and providers are required to maintain the confidentiality of members' and patients' identifiable medical information. The unauthorized access to and disclosure of individually identifiable medical records and medical information is prohibited.. Medical information may not be disclosed without patient authorization, except as permitted or required by the Confidentiality of Medical Information Act or other applicable law.

California law requires that a hospital, provider of health care, pharmaceutical company, health plan or contractor to disclose medical information **without** prior authorization when the disclosure is compelled by any of the following: a court, a board commission or administrative agency, an arbitrator agency, a search warrant, a coroner and when otherwise required by law.

Procedure

A. Phone inquiry by those agencies exempted from HIPAA.

1. An agent from the above said agencies may call ahead of arrival to confirm if we have specimen available for a patient of interest.
2. Lab staff will ask for the caller's badge number and verify against our current list of

badge numbers in the binder.

3. If in doubt, lab staff can ask for caller's business phone number that we can call back to verify the source is indeed from the authorized categories.

4. Once verified the badge number, lab staff can disclose information that whether or not we have specimens for any specimen for the patient of interest. Document the caller's information, date, and time in the Patient Specimen Request Form. Relay the information to in-charge CLS and leave the form in Lab Service Coordinator's mail box.

5. The authorized agent will still have come to the lab and follow steps below to retrieve specimens.

B. Specimen retrieval by personnel from exempted agencies.

1. Fill in the Specimen request form

2. The individual requesting the samples sign the form and fill in their title.

3. The Coroner will give a business card.

4. Print out a copy of the **RILIS ORV** screen of the patient that has been requested.

5. Review the print out to make sure that the specimens that are being requested are still in SFO lab.

6. If the specimens are still here and it is the correct specimen type, retrieve the specimens, placing them in a specimen biohazard bag.

7. Put the biohazard bag of specimens in a brown paper bag.

8. The Coroner will give a receipt for the specimens.

9. Public Health Dept and Northern California Transplant Bank will call and request result information on a patient.

a. Ask the caller to fax the request on their letter head to SFO lab.

b. Note the name, telephone and fax number of the person calling.

c. Fax requested information to the number provided.

d. When faxing is complete, send the letter head request copy to Medical Correspondence. Make sure medical record number and name of the patient is on the request.

10. Put the Coroner and other legal specimen request on the door of the Lab Services Coordinator.

Associated Documents:

External Documents

Associated Quality System Documents - None

Document Revision History:

Revision: 6	Date Created: 01/13/2010 Date of Last Revision: 07/13/2018	Last Approval Date: 07/13/2018
Document Author: LaWanda Young/CA/KAIPERM	Document Manager: Richard Chui/CA/KAIPERM	

Reason for Change:

Revision:	Sec/Para Changed	Change Made:	Date
1	N/A	Initial Issue of Document	1/13/2010
2	Procedure 4	Updated with RILIS Millennium function.	12/28/2010
3	N/A	Change of Lab Director	1/9/2012
4	N/A	Change of Lab Director	2/6/2013
5	Approver	Changed approver to Eric Suba	6/20/2016
6	A.	Added phone inquiry.	7/13/2018

Notification List:

Approvals:

First Approver's Signature	
Name: Eric Suba/CA/KAIPERM Title: Chief of Pathology; CLIA Director	Jul 13, 2018 04:51:23 PM PDT - Approved by: Eric Suba/CA/KAIPERM

Document History Section



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