

**County Of San Diego**  
**Health and Human Services Agency (HHSa)**

SUBJECT: Request for Alternate Communication of Protected Health Information      NO:      HHSa- L-5  
PAGE: 1 of 1  
DATE: September 1, 2017

REFERENCE: Health Insurance Portability and Accountability Act (HIPAA); California Information Practices Act; various State Agreements.

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**POLICY:** The County shall accommodate reasonable requests by individuals to receive communications from the County by alternative means or at alternative locations. The Agency Compliance Office shall establish procedures to respond to such requests.

**RESPONSIBILITIES:** Privacy laws and regulations such as the Health Insurance Portability and Accountability Act (HIPAA) and the California Information Practices Act (CIPA) outline requirements regarding the confidentiality of and client's rights regarding Protected Information. Many Agency Programs also have Agreements with the State of California that outline additional confidentiality parameters. Compliance with these regulations is addressed in a series of Agency policies and procedures maintained by the Agency Compliance Office.

**DEFINITIONS:** See HHSa Policy L-30 "Privacy Definitions"

**PROCEDURES:** See related procedures and forms at [www.cosdcompliance.org](http://www.cosdcompliance.org).

**QUESTIONS:** HHSa Privacy Officer at 619-338-2808

Approved:

  
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Christy Carlson  
Group Program Manager  
Agency Compliance Office