

## Procedure - Consumer Audit Report Requests

<b>Policy Reference – 0901 / E.1.3, E.2.4, E.5.3, F6.2.2</b>	
<b>Access to Individually Identifiable Health Information</b>	
<b>Original Effective Date:</b> 01/15/10	<b>Revision Effective Date(s):</b> 5/14/2012

1. Consumers may contact MS-HIN by phone to request an audit report of users that have accessed/viewed their health information through MS-HIN.
2. During business hours, MS-HIN staff will field incoming calls or after hours, the caller will be directed to MS-HIN Director phone line via voice message instructions. The requestor (patient or designee if under 18 years of age) will speak directly with the MS-HIN Director for further action. If required, the Director sends audit report request form to the person by email, fax or mail or individual can download from MS-HIN website. The form will require the person’s first/last name, address, phone, email, gender, and last four digits of their social security number. The MS-HIN staff will log the call on the weekly request report.
3. A completed audit report request must be received by MS-HIN. The document with original signatures will be scanned, information logged in a report database by MS-HIN Director and the original filed.
4. The MS-HIN Auditor will run the audit report and prints a paper copy (electronic copy may also be emailed to requestor). A standard cover page will accompany the report which explains the various components of the report.
5. All participants referenced in the audit report will be notified the report was requested and sent to the requestor.
6. Requestor will be instructed to contact the MS-HIN if he or she has any questions or would like to schedule a meeting with the MS-HIN Director to review the information contained in the report.
7. In the event the requestor has questions about the audit report, the MS-HIN staff will field the call and forward it to the MS-HIN Director to set up a time to review with the requestor either by phone or in person at the MS-HIN office.
8. If the requestor indicates suspicion of misuse based on the audit report:
  - a. MS-HIN management staff will advise requestor to contact the provider/facility individually. MS-HIN legal counsel will be contacted to review the incident and make an internal report under current state and federal law. (Further investigative action will be determined on a case-by-case basis, depending on the magnitude of the issue/situation.)
  - b. The MS-HIN Director will document the reported incident.