

Departmental Access to/Use of Protected Health Information (PHI) Matrix

The following matrix was developed by Catholic Health Initiatives. The matrix can assist a hospital in identifying which departments or areas of the hospital have access to and use or disclose protected health information. The matrix indicates whether the department or area maintains protected health information and how the information is maintained by that department or area. It also allows an organization to understand the typical use and/or disclosures that a specific department or area makes. Hospitals can use the information collected in the matrix to identify needs for department level policies and procedures relating to privacy and confidentiality of health information. Hospitals may find the matrix useful to adapt for their specific information and decision-making needs about implementing policies and procedures specific to different departments or functional areas of the organization.

For ease of use, an electronic version of the matrix is being made available on the AHA’s HIPAA Web site at www.aha.org. Click on the “HIPAA” icon under Key Issues.

Business Unit	Maintain PHI?	Format of PHI maintained?	Types of Disclosure Managed										Mechanism of Disclosure						Comments		
	Yes/No		Treatment	Payment	Operations				Legal	Law Enforcement	Public Health	Other statutory reporting	Check all that apply								
		Patient chart, Shadow chart, Data base, Application, Logs, Sign-in sheets	Provision, coordination or mgmt of health care	Eligibility, claims process, coordination of benefits, collection utilization review	Business management and general admin activities, QA, customer service	Research	Marketing	Fundraising	Atty requests, subpoenas, court orders etc.	Child/ spouse/ battery abuse, drunk driving, etc.	Comm Disease, HIV reporting, etc.	Discharge data reporting.	Other	Fax	Phone	Mail	E-mail	Electronic	Verbal	Other	
Ambulatory Clinics																					
Administration																					
Admitting																					
Registration																					
Scheduling																					
Call Center																					
Central Supply																					
Clergy/Chaplaincy																					
Clinical Laboratory and Pathology																					
Decision Support																					
Dietary																					
Emergency Department																					
Finance/Accounting																					
Foundation																					
Fundraising																					
Medical Records/HIM																					
Home Health																					
Hospice																					
Housekeeping/Laundry/																					

Linen																				
Human Resources																				
Infection Control																				
Information Systems/Data Processing																				
Inpatient Care Units																				
Intensive Care Unit																				
Legal/Risk Management/Compliance																				
Materials Management																				
Marketing																				
Medical Staff/Credentialing Services																				
Mental Health																				
Newborn Care																				
Nursing Administration																				
Patient Financial Services																				
Patient Representative																				
Pediatrics																				
Pharmacy																				
Physical Rehabilitation																				
Pulmonary/Respiratory Services																				
Purchasing/Vendor Contracting																				
Quality Management																				
Radiology/Imaging Services																				
Reception/General Information																				
Research/Clinical Trials																				
Residency/House Staff Services																				
Security/Parking																				
Skilled Nursing																				
Surgical Services - Inpatient																				
Surgical Services - Ambulatory Center																				
Switchboard/Communications																				
Transcription																				
Trauma Registry																				
Tumor Registry																				
Utilization/Case Management																				
Volunteers/Auxiliary Services																				
Other:																				
Other:																				
Other:																				
Other:																				
Other:																				
Other:																				
Other:																				