





## **Permission to Verbally Discuss Protected Health Information: INFORMATION SHEET**

St. Luke's knows that privacy regulations have an impact on our customer service, especially when it comes to discussing information about you with family, friends and others you designate who are involved in your care. We have established a process that allows you to tell us who we may talk with about your medical care. This includes appointment and scheduling information, lab and test results, treatment information and billing information.

### **How can I give others permission to get verbal information about me?**

Complete the Permission to Verbally Discuss Protected Health Information form on the reverse side of this page to let us know to whom we may speak about your information. Check the appropriate boxes to indicate what information we may discuss.

### **How is the information on the form used?**

Anytime your designated person calls or makes a request on your behalf, we will verify the individual has your permission to receive the information requested and then we will share the information.

### **What are some examples of when this might be useful?**

- If an elderly parent wants an adult child to help understand medical treatment instructions or information
- If an adult child is helping with billing questions
- If a friend is helping an elderly patient with health issues
- If a college student wants information to be shared with a parent
- If an adult child calls to find out his/her parent's appointment time

### **Can the person I designate also get copies of my medical records?**

No, they can only receive verbal information. To get copies of medical records, you must complete a separate Authorization form available by calling St. Luke's Medical Records at 218-249-2003 or [www.slhduluth.com](http://www.slhduluth.com)

### **What if I change my mind?**

You can change or revoke (stop) this process at any time by writing to us at the address shown below. Forms are available at your clinic, or you can obtain a new form by visiting:

<https://www.slhduluth.com/patients-visitors/patient-resources/medical-records/>

### **What happens if I don't complete this form?**

We will continue to protect your private health information as required by law.

### **Where do I send the completed form or any changes?**

Mail to:

St. Luke's Clinic Medical Records  
915 E. First Street  
Duluth, MN 55805

Or e-mail to:

[portalforms@slhduluth.com](mailto:portalforms@slhduluth.com)

Please call your clinic with any questions.