



# Texas Tech University Health Sciences Center El Paso Ambulatory Clinic Policy

<b>Policy:</b> Access to the Medical Records Department by Payors or Auditors	<b>Policy #:</b> EP 5.22
<b>Effective Date:</b> 04/2023	<b>Last Revision Date:</b> 12/2025
<b>References:</b>	
<b>TTUHSC El Paso Ambulatory Clinic Policies and Procedures Website:</b> <a href="https://ttuhscep.edu/opp/default.aspx">https://ttuhscep.edu/opp/default.aspx</a>	

### **Policy Statement:**

It is the policy of the Texas Tech Physicians of El Paso (TTP-EP) to safeguard strict confidentiality and restrict access to all patient information located in the designated Medical Records department within the Ambulatory Clinics.

### **Scope:**

This policy applies to all TTP-EP Ambulatory Clinics.

### **Procedure:**

#### **1. General Policy**

- a) No individual shall be allowed access to the Medical Records Department without the knowledge or authorization of the Medical Records Departmental Staff.\
- b) All non-Texas Tech employees must have completed all required paperwork listed below with training prior to granting access to the Medical Records Department and Electronic Health Systems.
  - i. Fill out attachment 5.22A; Eraider Business Request Form A
  - ii. Sign Attachment 5.22B; Confidential Agreement (See HSC OP 52.09 Confidential Information)
  - iii. Provide current HIPAA certificate. If not, current Institution Privacy Officer will assign training.
  - iv. Take assigned training to gain access to Electronic Health Records.
- c) Access to the Medical Records area and Electronic Health Records system shall only be given for dates agreed upon before arriving on site.



**Ambulatory Clinic Policy**

d) All individuals entering the Medical Records Department and/or File Room shall have their employee (payor) badge displayed at all times.

2. TTUHSC Employees will:

- a) Assist auditors with the authorized request.
- b) Ensure documentation provided to the auditor is properly protected as necessary. If there are any concerns, they will notify the Unit Associate Director and or Privacy Officer.
- c) Notify Unit Associate Director-Medical Records if an auditor's work appears to be beyond the defined scope of the audit.

**Review Date: Odd year**

**Revision Date: 04/2023, 12/2025**