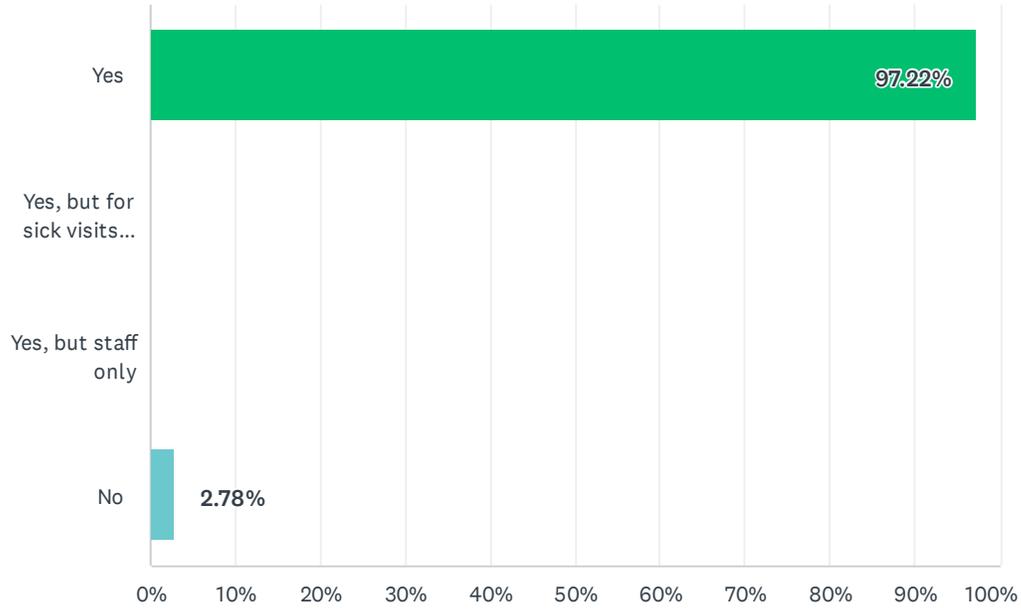


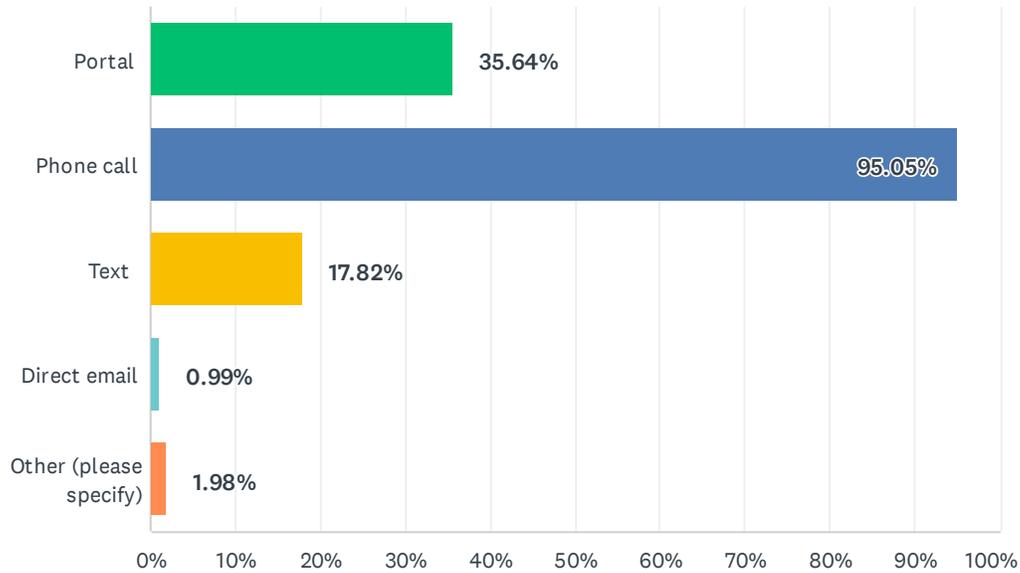
Q1 Do you report lab results or sensitive information to your 18yr and over population?

Answered: 108 Skipped: 0



Q2 If yes, how do you report lab results or sensitive information to your 18yr and over population?

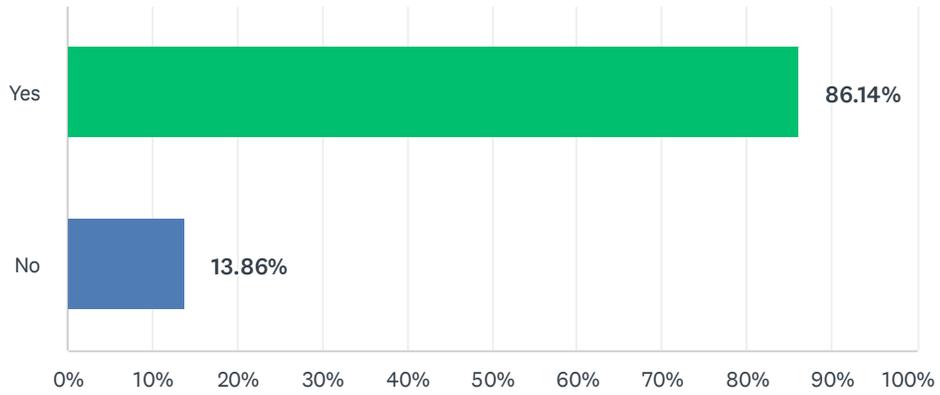
Answered: 101 Skipped: 7



#	OTHER (PLEASE SPECIFY)	DATE
1	If sensitive I always call	6/14/2023 6:21 AM
2	In our state, 19 is the age of majority. At 19 they have their own portal and we can communicate that way as well.	6/13/2023 1:48 PM

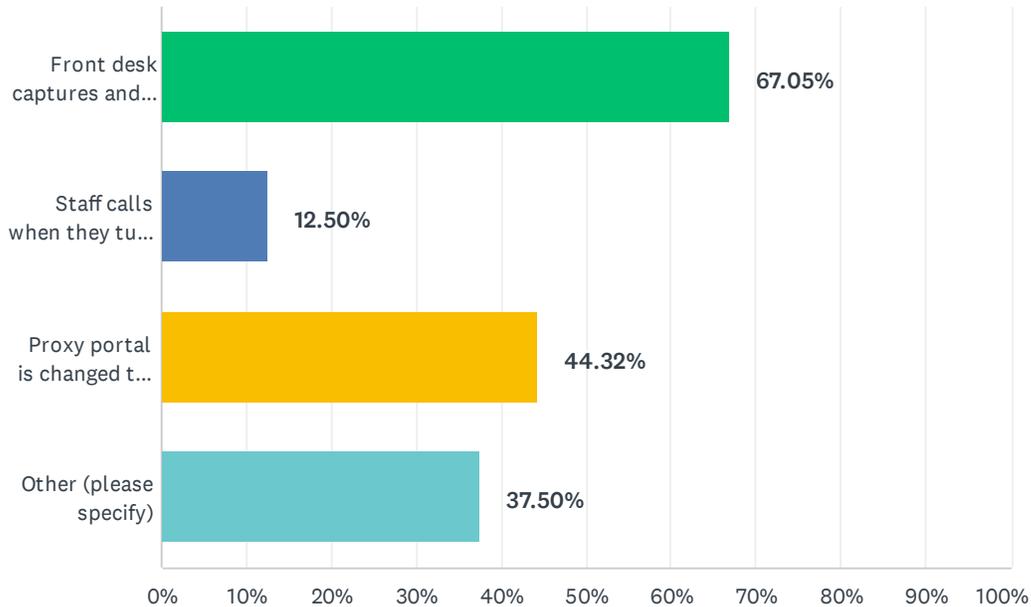
Q3 Do you have a way to ensure the information (cell, email) is the patient not the parent?

Answered: 101 Skipped: 7



Q4 If yes you have a way of ensuring the information is the patient, how do you do this? (choose all that apply)?

Answered: 88 Skipped: 20



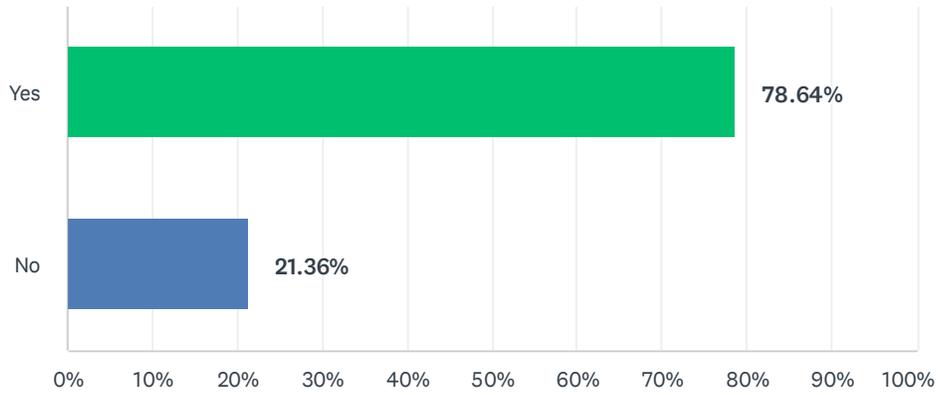
#	OTHER (PLEASE SPECIFY)	DATE
1	we obtain patient's cell phone number during online check in	6/15/2023 7:24 PM
2	When ordering the provider will ask for the patient's number and confirm it's what is in the chart.	6/15/2023 2:45 PM
3	I make a note of their cell phone in my note when ordering the lab	6/15/2023 12:00 PM
4	I ensure this myself	6/15/2023 10:28 AM
5	Clarify with the patient - phone number and who they want us to notify	6/15/2023 7:39 AM
6	Request patient's cell number as they get older (usually 15+)	6/14/2023 11:09 PM
7	We change before they turn 18	6/14/2023 10:16 PM
8	contact info directly from the patient	6/14/2023 5:57 PM
9	I remind them to give the correct number as does the lab tech	6/14/2023 5:38 PM
10	Our EMR has a spot to record patient AND parent phone #	6/14/2023 4:46 PM
11	Providers ask for cell numbers from patients	6/14/2023 1:26 PM
12	Provider verifies personal email with patient; information in the chart is updated. Staff is educated.	6/14/2023 5:08 AM
13	I ask when I do the test	6/13/2023 10:39 PM
14	I ask the patient which phone number they want me to call and I put it privately to me in the chart	6/13/2023 9:33 PM
15	We gather patient cell/email at yearly PEs ages 15-17 so we have it in place before age 18.	6/13/2023 8:21 PM

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16	Obtain number from teen directly when lab sent	6/13/2023 8:17 PM
17	At the time of ordering sensitive tests, I ask the patient for their own cell number.	6/13/2023 7:11 PM
18	make sure the phone # is not same as parents	6/13/2023 6:28 PM
19	staff captures on day that sensitive lab is drawn	6/13/2023 5:40 PM
20	separate entry in the EMR for the teen patient's phone numbers	6/13/2023 5:26 PM
21	Ask patients at visit re their cell	6/13/2023 5:25 PM
22	Clinical staff will make sure the patients cell phone number is listed before they leave.	6/13/2023 2:10 PM
23	all of the above but age 19 in our state. Younger patients with confidential labs (reproductive health etc.) are called on their cell phone with results.	6/13/2023 1:49 PM
24	We get cell phone numbers of all 13 and older routinely	6/13/2023 12:17 PM
25	We start getting patient specific information at 16 yrs and verify at each visit. Then at 18 the information is changed to the patient except for insurance and responsible party.	6/13/2023 10:55 AM
26	ask on the phone whether we're talking to patient or parent	6/13/2023 10:13 AM
27	provider checks with the patient	6/13/2023 10:10 AM
28	patient cell is added when lab work is drawn	6/13/2023 10:02 AM
29	We obtain cell phone numbers for patient starting at age 14	6/13/2023 9:00 AM
30	docs ask them while in the room and put in chart	6/13/2023 8:34 AM
31	I personally ask teens for their cell phone number	6/13/2023 8:00 AM
32	MD or PNP asks teen for cell number and we document it in our "sticky note" in the EHR	6/13/2023 7:40 AM
33	physician will document patient phone number in the chart note	6/9/2023 9:59 AM

Q5 Do you tell 18 year+ patients up front that their parents might receive EOB or bill for lab work?

Answered: 103 Skipped: 5



Q6 What do you tell parents when they call to question the EOB and reason for labwork?

Answered: 75 Skipped: 33

#	RESPONSES	DATE
1	Confidential.	6/15/2023 8:23 PM
2	That we can only questions with permission of their child	6/15/2023 8:22 PM
3	This was for routine screening	6/15/2023 7:25 PM
4	Labs are ordered based on the needs determined during the office visit.	6/15/2023 5:47 PM
5	Will only discuss with patient since they are 18 years old or older.	6/15/2023 2:46 PM
6	To speak with their child	6/15/2023 12:23 PM
7	have not had this issue	6/15/2023 12:01 PM
8	If the 18 year old has signed a consent form (given to them when they turn 18) that we can share information with who he lists (usually the parents) Then we will tell them. If no consent has been signed, we encourage them to speak with their 18 year old directly	6/15/2023 10:51 AM
9	they will have to speak to their child about it	6/15/2023 10:28 AM
10	Only if the 18 yr old has given consent to talk to parent	6/15/2023 10:15 AM
11	Discuss it with your adult child that due to HIPAA laws, we can't discuss it without written permission.	6/15/2023 8:43 AM
12	Speak to their child for details.	6/15/2023 7:46 AM
13	Privacy of patient guaranteed by law	6/15/2023 7:39 AM
14	Depends on the situation. Most of the time once we discuss with the patient that the EOB will reflect testing they elect to discuss with their parent or opt to go the health department instead.	6/15/2023 7:10 AM
15	The patient is legally an adult and we are unable to share information. But we actually start those discussions earlier.	6/14/2023 11:10 PM
16	Can't provide confidential information. Come to an appt with with the 18 year old to explain it	6/14/2023 10:18 PM
17	has not happened yet	6/14/2023 5:57 PM
18	That we can't release any information because their child is 18.	6/14/2023 5:39 PM
19	We tell parents we need ROI signed by the patient if >13 years of age. (In WA State patients >13 can consent to reproductive, behavioral or mental health)	6/14/2023 4:48 PM
20	They have to discuss with their adult child.	6/14/2023 2:42 PM
21	We need permission from their adult child in order to speak to them about the bill	6/14/2023 12:12 PM
22	We tell them their child has not given permission for us to talk to them and they need to ask their child.	6/14/2023 9:16 AM
23	They need to discuss w patient.	6/14/2023 8:30 AM
24	That we need to speak to the patient.	6/14/2023 8:06 AM
25	Without specific consent from the patient, we can't discuss/disclose. They can ask their adult child if they wish, but would recommend that they respect their autonomy and privacy.	6/14/2023 7:42 AM
26	Haven't had that issue	6/14/2023 6:21 AM
27	Billing staff does not give out results or too much information. They may explain the procedure	6/14/2023 5:12 AM

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code but do not go into great detail. Parents are also educated if they accompany patient to the appointment. Physician will also sometimes contact parents to explain confidentiality. Open communication between the patient and their parents is encouraged when appropriate.

28	We can't discuss the specifics with them	6/13/2023 11:01 PM
29	Ask their child	6/13/2023 10:39 PM
30	Ask their child.	6/13/2023 9:34 PM
31	To my knowledge it has not yet happened	6/13/2023 9:33 PM
32	Routine screening for young adults	6/13/2023 8:28 PM
33	Cannot discuss with them unless consent from patient. Labs done on the patient are routine for age.	6/13/2023 8:22 PM
34	Have discussion with teen before lab sent - if they anticipate problem, discuss testing at alternate site without using insurance	6/13/2023 8:18 PM
35	We do it on most of not all 18 year olds	6/13/2023 8:16 PM
36	We tell them that they need to speak to the patient about it and we cannot release that information.	6/13/2023 8:00 PM
37	not much	6/13/2023 7:38 PM
38	I tell them that I am unable to share confidential information with them, and that they need to discuss it with the patient, who also has the right not to share.	6/13/2023 7:12 PM
39	Almost always, the parent already know. If not, "It is a routine requirement"	6/13/2023 6:29 PM
40	has not happened to my knowledge	6/13/2023 5:41 PM
41	To speak to their child.	6/13/2023 5:26 PM
42	Depends on what is said	6/13/2023 5:25 PM
43	standard practice to check the labs	6/13/2023 3:52 PM
44	We direct all information to the patient. Our providers try to encourage the patients to talk to their parents about sensitive subject matters and results.	6/13/2023 2:14 PM
45	Talk to their child. If the young person doesn't want their parents to know they have the option of paying cash or going to a public health clinic.	6/13/2023 1:51 PM
46	Routine	6/13/2023 1:50 PM
47	never had this happen	6/13/2023 1:27 PM
48	Routine lab work	6/13/2023 12:32 PM
49	Speak to your child	6/13/2023 12:17 PM
50	We haven't had that issue come up yet.	6/13/2023 12:12 PM
51	We are unable to disclose that information as the patient is an adult and can consent to care.	6/13/2023 10:57 AM
52	It depends if there is an 18+ on file. Depends on the permissions granted by the adult patient	6/13/2023 10:49 AM
53	that since the patient is 18+ we need to speak with them directly or have a ROI on file	6/13/2023 10:37 AM
54	Billing speaks with them but we do ask young adults if they would like to allow parents access to their records	6/13/2023 10:32 AM
55	encourage them to speak to their child check with patient for permission to discuss w parent	6/13/2023 10:11 AM
56	depends on the situation. if patients had dysuria tell parents it is lab work to rule out infections	6/13/2023 10:03 AM
57	Standard of care	6/13/2023 9:59 AM
58	If they've been given permission by patient to receive lab results, we communicate that to the parent. If not, we tell them to have the 18 year old call	6/13/2023 9:24 AM

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59	Review privacy laws for PA	6/13/2023 9:00 AM
60	Refer to 18 year old	6/13/2023 8:59 AM
61	We do not discuss unless we have consent from patient (proxy)	6/13/2023 8:50 AM
62	that it's confidential health information	6/13/2023 8:43 AM
63	We do not tell the parents anything unless the patient consents to sharing the information.	6/13/2023 8:38 AM
64	We discuss with patient first and determine if they want us to respond	6/13/2023 8:37 AM
65	depends. Sometimes tell them it is routine; sometimes tell them to ask their child	6/13/2023 8:35 AM
66	Parents have never questioned it	6/13/2023 8:27 AM
67	That they have to talk to their child about it because they are over 18.	6/13/2023 8:22 AM
68	That is HIPAA protected information and they need to discuss with their child	6/13/2023 8:14 AM
69	We carefully explain that due to the patient's right to privacy, we are not able to discuss their care.	6/13/2023 8:06 AM
70	no one has ever called the office to ask	6/13/2023 8:00 AM
71	That we did a routine, age appropriate screening.	6/13/2023 7:56 AM
72	We have an 18-year old waiver which shows what information they've allowed us to share and we refer to that	6/13/2023 7:44 AM
73	per previous discussion with patient	6/13/2023 7:43 AM
74	there are many reasons for labwork at different ages as guided by the aap. sometimes advise the parent needs to discuss with the child.	6/9/2023 10:01 AM
75	we explain that the information can only be discussed with the patient.	6/9/2023 7:36 AM

Q7 Is there anything else you would like to share on this topic?

Answered: 14 Skipped: 94

#	RESPONSES	DATE
1	The 18 yr old needs to be fully informed about the potential for parents to call questioning the EOB or labs if they hold the insurance policy. The only way to avoid this would be to self pay for the labs.	6/15/2023 5:49 PM
2	we have discussion that if pt does not want parent to know about labs it is safer to go to planned parenthood	6/15/2023 12:02 PM
3	Labs list name of test on their bill. Is there a way to appeal this?	6/15/2023 10:30 AM
4	Yes this is a gray and difficult area always that I would legislation both federal and state would clarify for teens	6/15/2023 7:40 AM
5	These discussions should start in adolescence, with confidentiality and sensitive protected information	6/14/2023 11:11 PM
6	It's tricky	6/14/2023 2:42 PM
7	Most parents are happy that their child has a trusted professional caring for them	6/13/2023 10:40 PM
8	No	6/13/2023 8:16 PM
9	Parents may be upset that they cannot get information even though they are paying for the insurance, but I remind them of my obligations under HIPAA.	6/13/2023 7:13 PM
10	We have a form that we have a youth sign if he/she prefers to have us communicate with parents.	6/13/2023 1:51 PM
11	no	6/13/2023 10:03 AM
12	It's very difficult navigating through this. I wish the insurance companies would be held to the same regulations with HIPAA that we are (via eob's)	6/13/2023 8:51 AM
13	We do the same for confidential labs in kids under 18. We make sure we have the patient's phone number, they typically have their own portal account, and no parent has ever questioned a lab EOB on tests we have ordered.	6/13/2023 8:28 AM
14	I tell parents at the 17 year old visit what will happen when the child turns 18. no surprises.	6/13/2023 8:01 AM