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## EXHIBIT B – RELATED BHSF POLICIES AND PROCEDURES

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*BHSF has developed policies and procedures that address activities involving the use of patient information from the time of the Patient's registration until the completion of all care and transactions related to the patient's covered account. The purpose of these policies and procedures is to ensure patients are properly identified and to protect the confidentiality of patient information. The below list references said policies and procedures and will serve as the department-specific policies that support the Program.*

### Corporate Privacy Office

- 10000-74220-001.00 Unified Corporate Privacy Policy on HIPAA Compliance
- 10000-74220-701.00 Privacy and Security Incident Reporting and Response
- 10000-74220-702.00 Baptist Health South Florida Identity Protection Committee
- 10000-74220-703.00 Baptist Health South Florida Identity Protection Program
- Criminal use or accidental release of personal identification information governed by Florida Statute §817.568
- HIPAA Privacy Policies and Procedure Manual

### Health Information Management

- 400 - Use or Disclosure of Medical Record Information
- Attachment - BHSF HIM 6001 Authorization for Release of Health Information
- Attachment - BHSF HIM 6001 Authorization for Release of Health Information (Spanish)
- 902 – Identification and Correction of Duplicate Patient Medical Records
- HIM Departmental Manual

### Information Technology

- 159 Unified Corporate Policy for Compliance with the HIPAA Security Rule
- Administrative IT Security Policy Series

### Patient Financial Services

- Identity Theft Policy

### Patient Experience

- Complaints, Grievances, Patient Rights, Incident Report and Guest Relations
  - **Baptist Hospital of Miami** – 7.09 Grievance Management
  - **Homestead Hospital** - 400-6050-703 Complaint and Grievance Management
  - **South Miami Hospital** – SMH IP 3261 Patient Grievance Process
  - **Mariners Hospital** – 3090 Patient Compliments and Complaints
  - **Doctors Hospital** – 6.01 Grievance Management
  - **West Kendal Baptist Hospital** - 20250-66560-009 Patient Grievance Process
  - **Baptist Outpatient Services** - 1310 Patient Grievance Process
  - **Baptist Health Medical Group** - 190.6600.064 Patient Grievance Complaints and Compliments

### Registration Management

- 351.12 - Patient Identification and Name Entry/Search for Patient Access
- 351.19 - Duplicate/Overlay Medical Record Numbers