



2. After initial intake, all patient requests for alternative communications must be made in writing. To request alternative communications, the patient should complete the *Patient Request for Confidential Communications of Protected Health Information* form.
3. Workforce Members will forward the patient's completed form to the Office of Internal Audit, Compliance, and Enterprise Risk Management ("IACERM").
4. IACERM will determine whether NYU Langone Health will accommodate the patient's request. IACERM will notify the patient of his or her decision in writing as soon as possible but no later than 30 days from the receipt of the request.
5. The alternative communication method or location must be documented in the patient's medical record as appropriate.
6. Before communicating with a patient, the patient must be notified of the request and the patient must be notified of the request. (22)5