Code 99

Procedure for Third Party Request for Records, Facility and/or Staff/Participants

Flowchart

Revised & Reviewed 01/29/2025, 06/4/2025

Regulatory or Law enforcement agency presents to location* Security Guard acknowledges Regulatory or Law enforcement agency officials and alerts Clinic Director/Center Manager or Designee, Front Office Team to initiate Code 99 via Walkie Talkie Site Incident Commander/Site leader Front Office initiates - Code 99 via paging system to designated designee will provide area (e.g., lobby, front desk, site entry) direction for guard to escort Regulatory or Law Site Incident Commander, Runner, Reporter, & Crowd Controller enforcement agency official will report to area to designated waiting area Site Incident Commander/Site Leader designee acknowledges Official, inquires about purpose for visit, directs Official to conference room/office Reporter/designee will stay space away from restricted area(s) as appropriate & completes with Incident Commander to Verification of Identity and Authority of Public Officials form. assist with recording activity, Calls SVP, Legal Counsel Cell (323) 480-3112 or Cell (602) 318-9836 if needed Or Calls SVP, Compliance Cell (323) 680-3085 or Cell (310) 874-8128 For Regulatory Visit (CHDP, Health Plan Audits, or Joint Commission) Contact: Christine Mckinzie, Director of Regulatory Affairs (323) 693-4420 Crowd Controller (s)/designee directs and/or assist Runner(s)/designee at direction of Site Incident Commander will scan/copy warrant, identification, persons out of area of concern in facility, ensures all office doors & exam rooms are closed, workstations business card, or subpoena, email documents to are free of Protected Health Information SVP, Legal Counsel and SVP, Compliance. (PHI)/oversees observance of HIPPA guidelines Engage Security Guard to **General Counsel Not valid** escort Official out of facility, confirms validity of awaits until they drive out of warrant/subpoena parking lot Valid Warrant/Subpoena Receives guidance from General Counsel

* Representatives from regulatory agencies - Joint Commission, HRSA, CAL/OSHA, etc. are permitted on premises & restricted areas upon verification and in compliance with HIPAA guidelines. Agent shall be escorted by employee, throughout facility and must take notes of all documents reviewed/requested and conversations

Site Incident Commander directs Front Office when to announce "All Clear" and debriefs with Legal Counsel then debriefs with site team

on how to proceed with request

Reporter completes Incident Report in RisKonnect & uploads Debriefing form