

COMMUNICATION FROM THE HOSPITAL

Dear Father Robert:

I have been informed about the concerns brought to our attention by you and by your parishioners regarding the unavailability of patient lists for visitations at The Hospital of Central Connecticut. We understand your concerns about this matter and assure you that we view clergy as our partners in healthcare. Your role in providing holistic care is crucial to our mission of improving the health of our communities and we value all that you do.

I have investigated this matter and through this investigation determined that there has been no change in practice, but rather a technical issue involving our new electronic health record. This has nothing to do with HIPAA, which regulates patient confidentiality. The Hospital of Central Connecticut has always been HIPAA compliant and will continue to be so. It is purely a technical issue, and if someone communicated this otherwise, we apologize for the confusion, concern and inconvenience it has caused.

In terms of the technical issue, we apologize for this inconvenience, and please be aware that it is only temporary. Because of the recent implementation of a new electronic medical record that will vastly improve convenience for patients and their care, we have been unable to produce the customary lists of patients who request clergy visitation. This will be fixed as soon as possible.

In the meantime, should a patient or loved one need care at HOCC or any other Hartford HealthCare facility, please know that we will continue to honor requests for clergy visits as well as for other spiritual needs.

We appreciate our clergy's passion regarding this matter – if it were not for their concerns about this issue, we may not have been aware of the impact it is having on our patients and clergy partners. Hartford HealthCare values your continued collaboration in caring for our patients. This longtime partnership is so very important to us, our patients and their loved ones.

If you have any questions or concerns, or if you would like to discuss this further, I would be happy to speak to you at your convenience, weekend or weekday.

Thank you,

Jonathan Velez, MD
Vice President Medical Affairs, Central Region
Hartford HealthCare
Hartford, CT