

**County Of San Diego**  
**Health and Human Services Agency (HHSa)**

SUBJECT: **Client Access to Protected Health Information**

NO: **HHSa-L-01**  
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DATE: April 15, 2026

REFERENCE: Health Insurance Portability and Accountability Act; 42 CFR Part 2; California Information Practices Act; various State agreements.

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**POLICY:** In compliance with State and federal laws and regulations, individuals shall be given the opportunity to access and obtain a copy of their protected health information (PHI). Business Assurance and Compliance shall establish procedures for handling requests from individuals to access or obtain copies of protected health information.

**PROCEDURES:** See related procedures and forms at [www.cosdcompliance.org](http://www.cosdcompliance.org).

**RESPONSIBILITIES:** Privacy laws and regulations, such as the Health Insurance Portability and Accountability Act (HIPAA), 42 CFR Part 2, the California Information Practices Act (IPA), and others, outline confidentiality requirements and clients' rights to their protected information. Many HHSa programs also have agreements with the State of California that outline additional confidentiality parameters. Compliance with these regulations is addressed in a series of agency policies and procedures maintained by Business Assurance and Compliance.

**DEFINITIONS:** See HHSa Policy L-30 Privacy Definitions.

**QUESTIONS/INFORMATION:** Please contact HHSa Business Assurance and Compliance by email at [Compliance.HHSa@SDCounty.ca.gov](mailto:Compliance.HHSa@SDCounty.ca.gov) or by phone at (619) 237-8571.

Approved: Christy Carlson

Christy Carlson  
Director  
Business Assurance & Compliance