

Michigan Public Health Institute  
**MCIR Support Project**  
**Policy: Handling of Protected Health Information**  
Effective 4/30/2004  
Revised 07/30/2012

**Protected Health Information (PHI)** is defined as information which identifies an individual as having received a health care service. MCIR Examples include:

- Transfer files
- Profile reports
- Immunization records
- Patient name and shot information together

The MCIR Support Project will utilize one of the following secure methods when handling PHI:

- Phone calls
- Secure MPHI MCIR Helpdesk application (OTRS) at <https://mphitryggth.com/otrs/customer.pl>
- Secure MPHI Bugzilla application at <https://mphitryggth.com>
- Encryption of E-mail attachments, using PGP or TLS technology.
- Encryption of removable media (floppy disks/CD-ROMs) that are sent through the mail, along with use of registered mail, or another carrier that provides tracking services such as FedEx.
- Confirmed fax

**All organizations that currently send PHI to the MPHI MCIR Project are required to utilize one of the above methods. If an organization is unable to comply with this policy they must contact the Project Coordinator immediately.**

MCIR Support Project  
Michigan Public Health Institute  
Interactive Solutions Group  
2438 Woodlake Circle, Suite 240  
Okemos MI 48864  
888-243-6652 (MCIR Helpdesk)  
517-324-6099 Fax  
[MCIRhelp@mphitryggth.com](mailto:MCIRhelp@mphitryggth.com)