

**SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER**  
**POLICY AND PROCEDURE MANUAL**

**Date of Issue: 4/1/03**  
**Date Revised:**

**Section Number 535**

**Policy 535 – Administrative Safeguards – Contingency Planning**

**I. PURPOSE**

Southern Highlands Community Mental Health Center, in an effort to be compliant with the Privacy Rule of HIPAA's Administrative Simplification provisions, sets out, in this policy, the requirements for safeguarding PHI through contingency planning.

**II. POLICY**

Southern Highlands Community Mental Health Center will maintain contingency plans in accordance with the five (5) required plans set forth in the proposed Security Rule.

It will be our policy to maintain, in a timely manner, documentation of our applications and data criticality that includes:

1. Network architecture diagrams and systems flowcharts showing current structure, equipment addresses, communication providers and system interdependencies;
2. Critical business processes surrounding PHI;
3. Key applications and systems used to support critical business processes;
4. Key applications and systems and their recovery time objectives;
5. Internal and external interfaces with key applications and systems;
6. The adequacy of redundancies within the network infrastructure; and
7. Mitigating controls, in place and tested, for any single points of failure for which redundancies cannot be established.

It will be our policy to assure, by means of a Data Backup Plan, that we have adequate (regular and periodic) backup of critical information as prioritized in the data criticality analysis. Backup and restore procedures will be updated regularly to reflect changes within the organization for the documentation listed above. In addition, we will assure that the backup data can be accessed quickly. We will

maintain offsite storage of critical documentation and assure access to those materials.

We will maintain a Disaster Recovery Plan that documents all elements of the plan and that is updated on a regular basis. The plan will cover the full range of information and activities needed to assure that the plan will function smoothly in situations where it is needed.

We will maintain an Emergency Mode Operation Plan that will enable us to operate effectively in emergency conditions. The plan will include any information, activities, and assignments that are needed such as: identification of crisis management team members, a command center for emergency purposes, a process for acquiring additional personnel with needed skill sets, alternate processing and work space, and health and safety issues.

We will test and revise procedures as necessary to assure that they function as planned and that they are effective.

**Other policies and procedures to review that are related to this policy:**

Administrative Requirements – Documentation  
Administrative Requirements – Training