

SERVICE INFORMATION

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Rank	As Needed
CAPA Source(S)	N/A
Product	All

Subject: *PHI Handling During Equipment Moves*

The following process shall be followed during equipment moves between customer sites to minimize the handling of PHI.

1. Remove the Hard Disk Drive from the workstation and provide it to the customer.
2. Inform the customer that our internal policies do not allow us to take possession of their PHI.
3. Ask the customer to transport the drive to the new location in accordance with their security and privacy policies.
4. Once the equipment reaches its destination, the Hard Disk Drive can be installed back into the workstation.

Note: If the customer is unable or unwilling to move their Hard Disk Drive to the new location, please remove the Hard Disk Drive prior to the move and provide it to the customer. Once the equipment reaches its final destination, a new Hard Disk Drive shall be installed with a fresh installation of software.