

HIPAA Awareness Training



Awareness Training for Volunteers

Hipaa- Acronym that stands for the Health Insurance Portability and Accountability Act, a US law designed to provide privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals, and other health care providers. Developed by the Department of Health and Human Services, these new standards provide patients with access to their medical records and more control over how their personal health information is used and disclosed. They represent a uniform, federal floor of privacy protections for consumers across the country. State laws providing additional protections to consumers are not affected by this new rule. HIPAA took effect on April 14, 2003.

Objectives

- Understand what Hipaa is
- Know the meaning of PHI (protected health information)
- Understand the significances of treatment, Payment and Operations (TPO) and why it is important to remember.
- Understand what is new with patients' rights
- Know the consequences for non-compliance with the law

What is Hipaa?

- Hipaa is a law passed by congress in 1996.
- Hipaa sets national standards for the protection of patient information- deadline for compliance was April 14, 2003.
- Hipaa applies to All health care providers: hospitals, physicians, insurance companies, labs, home care and surgery centers.
- HIPAA covers ALL forms of protected health information...oral, written, and electronic.

It is everyone's responsibility to take the confidentiality of patient information seriously. Anytime volunteers come in contact with patient information written, or spoken electronically transmitted, they become involved with some facet of the HIPAA regulations. The law requires training for ALL healthcare personnel, including volunteers.

What is Protected Health Information (PHI)?



- Addresses
- Dates
- Telephone or fax Numbers
- Social Security Numbers
- Medical Record Numbers
- Patient Account Numbers
- Insurance Plan Numbers
- Vehicle Information
- License Numbers
- Photographs
- Fingerprints
- Email Addresses
- Internet Addresses
- Medical Equipment Numbers

Sharing Patient Information

- Hipaa allows for the provider of care to use health information for Treatment, Payment and Operations (TPO). Patients need to give prior authorization for the use of the health information for non-TPO purposes.
- What is TPO? Under the Minimum Necessary Rule volunteers should only have access to the information they need to fulfill their assigned duties.
- HIPAA allows us to share patient information for:
 1. Treatment- providing care to patients
 2. Payment- getting paid for caring for patients
 3. Operations- normal business activities such as quality improvement, training, auditing, customer service and resolution of grievances.

(If use of the information does not fall under one of these, you must have the patient's signed authorization before sharing).

If personal health information (PHI) is involved

STOP

Ask Yourself

- Does my sharing this information involve TPO for that patient?
- If the answer is NO then DON'T pass it along unless you have been authorized to do so.

This includes information you may see or hear about friends or acquaintances

Scenarios



You work where you have access to the patient census. While performing your regular duties you come across the name of a friend or acquaintance.

OK to: Continue your regular duties disregarding the information you happened upon.

NOT OK to: Assume, because he/she is a personal friend, it is OK to tell others you know, Go home and tell your family that the neighbor next door is having atest done.

OK to: Only use patient census for minimum necessary to do your job.

You are having lunch in the cafeteria with a group of volunteer friends, and someone makes the statement “Did you know that Mary is in the hospital”

OK to: Politely stop the conversation and remind your fellow volunteers that sharing PHI for non TPO purposes is not something we do.

NOT OK to: Talk about any person’s health information, without authorization, EVEN when among friends.

You NEVER know who could be listening!!!!

What are the consequences of not complying with the law?

- Wrongful and willful disclosure of health information carries fines and can involve jail time.
- A breach of privacy for an employee may result in termination.
- Why do this? Because it is the right thing to do, it is in keeping with the values of our organization and it is how you would want a family member or loved one treated.

What is new with Patient Rights?

- **NEW rights allow patients to:**
 1. Obtain a list of who we have shared their health information with for the past six years.
 2. Request to amend their medical record.
 3. Request other communications such as asking to be notified of lab results only at work and not at home
- **REVISED rights allow patients to:**
 1. Review and copy their medical record
 2. Request restriction on the use or sharing of their information, such as “opting” out of the hospital directory

Hospitals can no longer share information with other companies for the purpose of marketing products or services.



Using Computers

Everyone who uses a computer has a duty to keep health information secure.

We do this by:

- Properly signing-on with individuals ID's and passwords.
- Signing-off computers if walking away from the desk, even for a moment.
- Keeping ID's and passwords CONFIDENTIAL.
- Protecting computer screens from unwanted viewing.

Disposal of information is also Important

A shredder should be used for all documents that may have PHI. NEVER use an open trash bin. NEVER fax or email any PHI without special training on the rules that apply.

Reporting Violations

- It is EVERYONE'S responsibility to report violations or wrong doings. Whether someone received patient information improperly, or shared information in the wrong way. When in doubt, ASK!
- Your HR Department supervisor or your director is a good place to start for answers to your questions or reporting issues.

You can Call:
HR Department
Cindy Cotton- HR Director
316-239-5988

Remember To:

- Always stop and ask yourself, should I be sharing this patient information?
- If it does not pertain to TPO, do not discuss it!!
- Think of patient's information about friends, neighbors, and acquaintances as protected information, not for sharing!!
- Cover all patient schedules and census info.
- Dispose of information properly by shredding.
- Turn computer screens off if leaving the station for any reason.
- Report all abuses... enforcing the regulations is everyone's responsibility.

Sign

Date

