



HIPAA & Confidentiality Training

Welcome to Patient Privacy and Security Training (HIPAA)

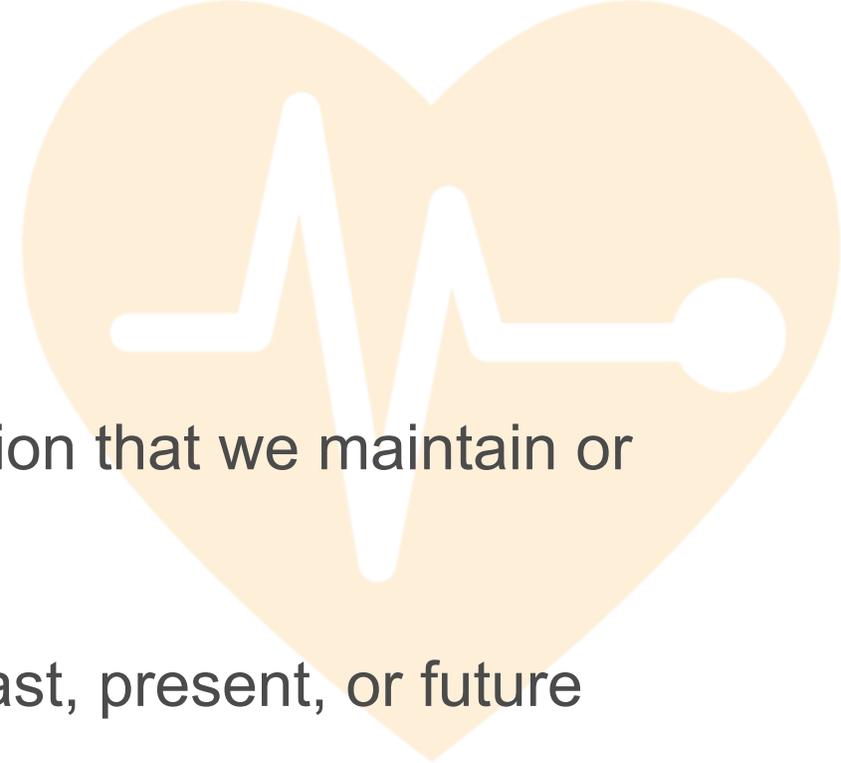
- The requirements of the Health Information Portability and Accountability Act (HIPAA) are covered in this presentation for our Lakeshore Volunteers. HIPAA is an important federal law dealing with patient privacy and security of protected health information.
- Make sure to take the quiz to receive the HIPAA Cert Qualification on GetConnected!

What is HIPAA



- A Federal patient privacy law, enacted in 1996, called the Health Information Portability and Accountability Act or “HIPAA” which requires that we keep a patient’s protected health information confidential.
- Protected Health Information is also called “PHI”
- PHI in an electronic form is called “ePHI”
- This includes a patient’s personal information, financial information, & medical information.

So what does that mean?



- HIPAA requires us to protect Public Health Information that we maintain or transmit
- This includes all information related to a patient's past, present, or future physical and/or mental health conditions.
 - This is in any format and includes the 18 identifiers we will go over on the next slide.
 - This applies to anyone who is currently alive or has been deceased for less than 50 years
- **Federal & State Laws require we protect PHI, even as volunteers. Those that do not protect PHI can be personally subjected to fines and criminal penalties.**

18 Identifiers Of Protection

- Names
- Postal address
- All elements of dates
- Telephone Numbers
- Fax Numbers
- Email Addresses
- URL Addresses
- IP Addresses
- Social Security Numbers
- Account Numbers
- License or Certificate Numbers
- Medical Record Numbers
- Device Numbers or Serial Numbers
- Health Plan Beneficiary Numbers
- Vehicle License Number
- Biometric Identifiers
- Full Face Photos
- Any other unique identifying number, code, or characteristic

TPO (Treatment, Payment, Operations)

- HIPAA allows us to share information for **T**reatment of the patient, **P**ayment, and Health Care **O**ptions (TPO)
- **THIS ONLY IS ALLOWED WHEN IT IS REQUIRED FOR YOUR JOB** &
 - *Only the minimum necessary to perform your duties.*

Protecting Information



- Protect verbal, written, and electronic forms of information by:
 - Following safe computing skills
 - Following allowable use and disclosure of PHI
 - Following proper disposal of PHI
 - Following proper storage of PHI
 - Reporting suspected privacy and security incidents
- This will be all explained and demonstrated to you by your volunteer site. Do not worry!

Remember:

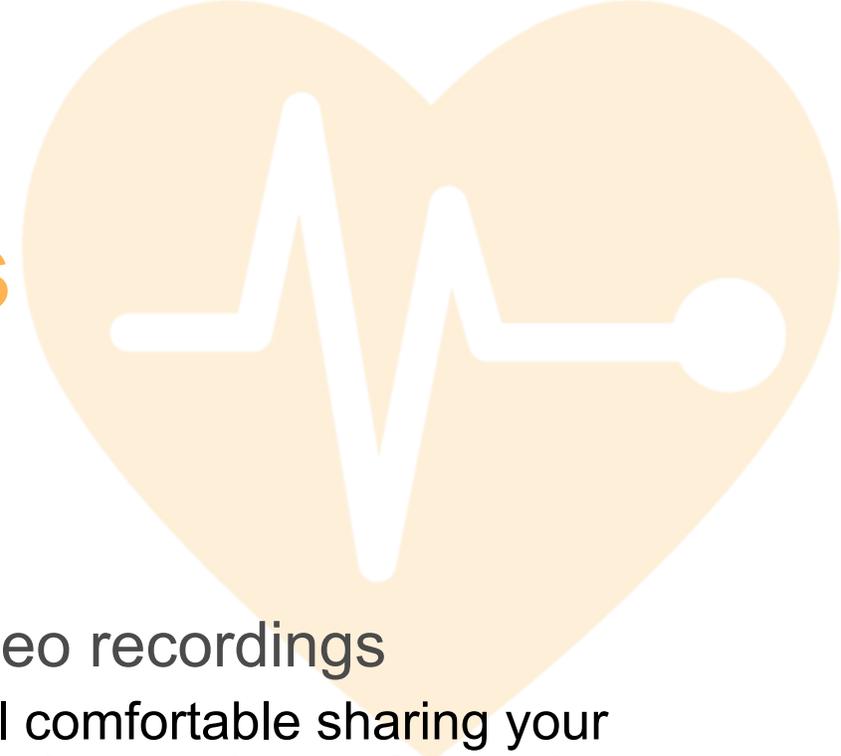


- **Information Security means information must:**
 - **Be Kept Confidential**
 - Only accessible by authorized people and processes!
 - **Have Integrity**
 - Hasn't been inappropriately changed or destroyed
 - **Be Available**
 - Must be available when needed including during emergencies
- ***You most likely will not have to worry about these pieces and the volunteer manager/leadership at your site should be ensuring information security.***

The Biggest Thing To Remember:

- ***What you see here,
what you say here,
when you leave here,
must stay here!***

Common Privacy Breaches



- Talking too loudly
- Lost or stolen documents (stay organized)
- Lost or stolen laptops, cell phones, audio and or video recordings
 - **Important:** We love volunteer photos and want you to feel comfortable sharing your experience with us. However, patients can **NOT** be present in any photos. If you do decided to capture a photo, make sure only you, other volunteers, and staff that have agreed to be in your photo are.
- Email or faxes send to the wrong person, or address
- Not locking or leaving workstations unattended

You must report:

- If you suspect a privacy or security breach you must report it immediately!
- Contact your supervisor our office right away
- Our policies prohibit anyone in our organization from retaliating against you because you reported
- You can report anonymously.



Practical Tips

- **ALWAYS, ALWAYS, ALWAYS...**
 - Protect verbal, written and electronic forms of PHI
 - Only access PHI to do your job
 - Dispose of PHI properly
 - Use the minimum necessary info to perform your job
 - Protect your login and password
 - Report any potential HIPAA violations immediately



THANK YOU.

Contact:

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Get Certified Today!

***Take our small quiz to be HIPAA Certified.
Should only take less then 10 minutes.***

<https://forms.gle/guP79rif4Pnp5mnX7>