HIPAA TRAINING

PRIVACY AND SECURITY

Presented by

West Central Missouri AHEC

MAHEC
Missouri Area Health Education Centers

Lessons

1. INTRODUCTION / PURPOSE OF HIPAA

2. PRIVILEGED COMMUNICATION

3. MEDICAL RECORD

4. ELECTRONIC MEDICAL RECORDS

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INTRODUCTION AND PURPOSE OF HIPAA
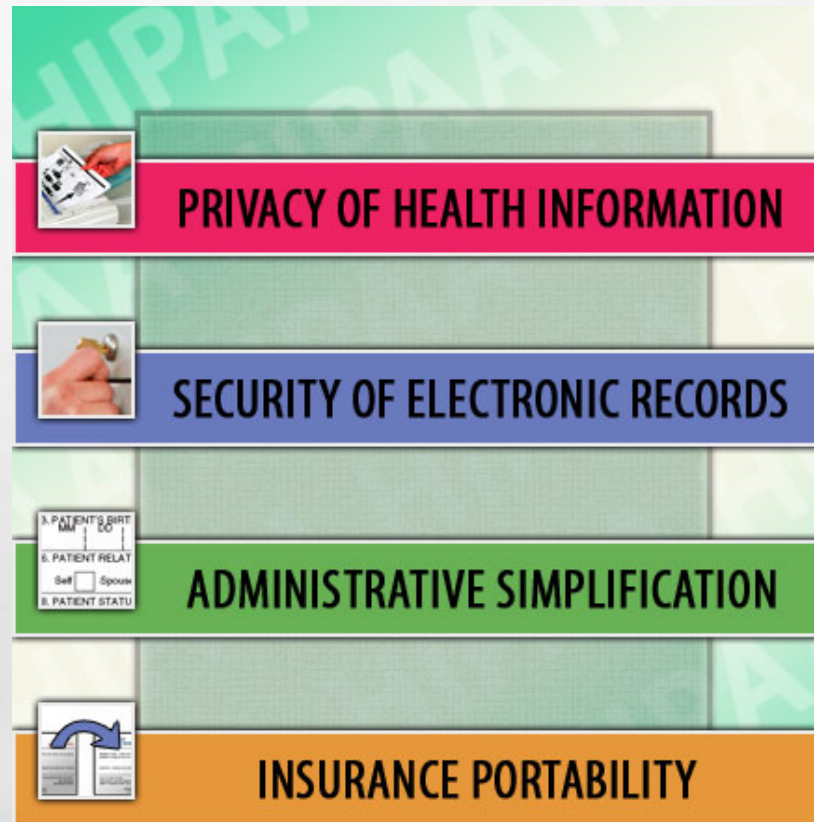
Lesson 1– Introduction to HIPAA

- Protect patients and their personal health information

- Health Insurance Portability and Accountability Act
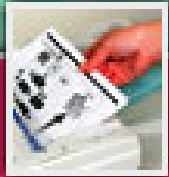
- Became law in 1996

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Lesson 1– Introduction to HIPAA

Four main purposes of HIPAA:

PRIVACY OF HEALTH INFORMATION

SECURITY OF ELECTRONIC RECORDS

ADMINISTRATIVE SIMPLIFICATION

INSURANCE PORTABILITY
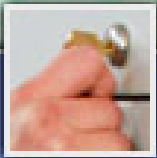
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Lesson 1– Introduction to HIPAA

PRIVACY OF HEALTH INFORMATION

1. "The Privacy Rule"
Detailed instructions for handling and protecting information

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SECURITY OF ELECTRONIC RECORDS

2. "The Security Rule"

- EMR
- Created security and privacy issues
- Security Rule to keep records secure

Lesson 1– Introduction to **HIPAA**

Under "The Security Rule" there are three safeguards:
- Physical
- Technical
- Administrative

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Under Physical Safeguards:

- Doors should be locked.

- Computer server rooms should be locked and accessed by authorized personnel only.

- Any paper records should be stored in locked, fireproof cabinets.

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Under Technical safeguards:

- All medical records should be password protected

- Information transmitted electronically should be encrypted

- Computer systems have effective anti-virus software

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Under Administrative Safeguards:

- Policies must be in place regarding which employees have access.

- All employees must complete security training.

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ADMINISTRATIVE SIMPLIFICATION

Transaction and Code Set Rule

- Set national standard

- Simplified claims process

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Lesson 1– Introduction to **HIPAA**
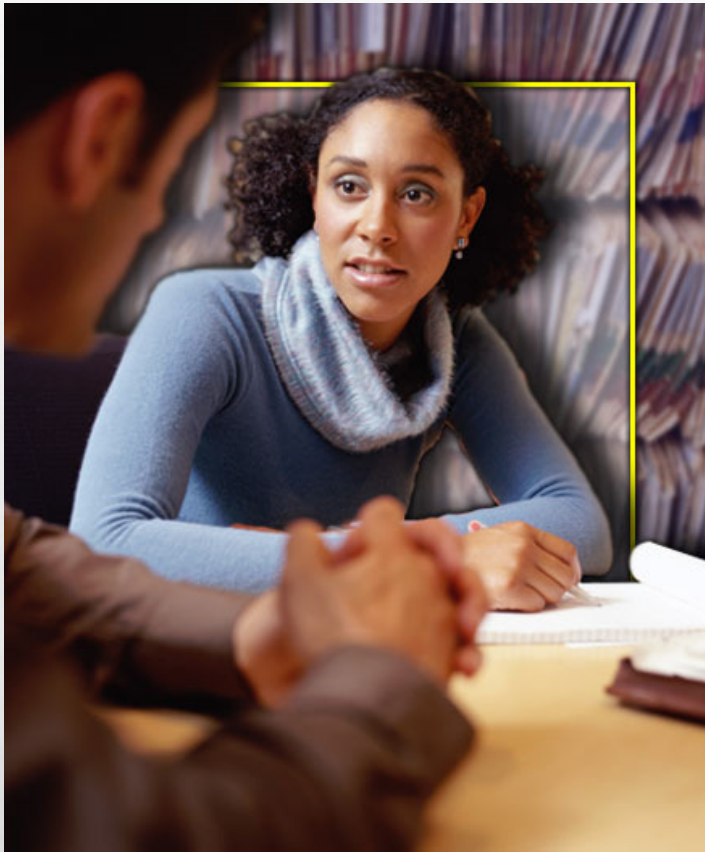
INSURANCE PORTABILITY

Health Insurance Access, Portability, and Renewability

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Lesson 2 – Privileged Communications

- Privileged communication is information that is shared within a protected relationship.
- These relationships include physician and patient, attorney and client, and clergy and counselee.
- Under most circumstances, privileged communication cannot be disclosed.

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Lesson 2 – Privileged Communications

The Privacy Rule

Protect private patient information
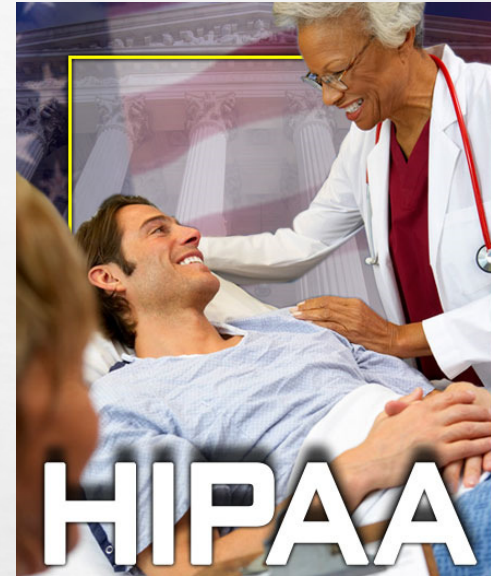
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Lesson 2 – Privileged Communications

Privacy definitions:

Protected Health Information:

is any individually identifiable health information about a patient. This is information about a patient's health status, provision of health care, and payment for health care that also identifies the patient's name, social security number, address, telephone number, date of birth, etc. PHI can be oral-, paper-, or electronic-based.

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Lesson 2 – Privileged Communications

Privacy definitions:

PROTECTED HEALTH INFORMATION

PRIVACY

CONFIDENTIALITY

DISCLOSURE

Privacy:

A patient's right to control the use of protected health information.

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Lesson 2 – Privileged Communications

Privacy definitions:

Confidentiality:

is using discretion when handling protected health information.

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Lesson 2 – Privileged Communications

Privacy definitions:

PROTECTED HEALTH INFORMATION

PRIVACY

CONFIDENTIALITY

DISCLOSURE

Disclosure:

is the release, transfer or provision of access to protected health information. Patients must give permission for health information to be disclosed to other people, including other doctors, family members, friends, health insurance companies, employers, and attorneys.

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Lesson 2 – Privileged Communications

Authorization

- Permission given in order to share health information

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Lesson 2 – Privileged Communications

Patient rights

- Right to Notice of Privacy Practices
- Right to request restrictions on certain uses of protected health information
- Right to request confidential communications

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Lesson 2 – Privileged Communications

Patient rights

- Right to access a copy of protected health information
- Right to request an amendment of health information
- Right to receive an accounting of the sharing of health information

Lesson 2 – Privileged Communications

Medical facility responsibilities

- Notice of Privacy Practice

- Release of Information

Lesson 2 – Privileged Communications

Disclosure without authorization – 6 rules

1. Patient request to see personal information

2. Permission to disclose is obtained.

3. Information is used for treatment, payment, and health care operations

4. Disclosures are obtained incidentally

5. When information is needed for research

6. When there are legal or public interest issues involved.

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MEDICAL RECORDS

Lesson 3 – Medical Records

- Personal information, *such as full name, phone number, address, work number and address, birth date, social security number, and marital status*

- Medical history

- Description of symptoms, diagnoses and treatments

- Prescriptions and refills

- Records of patient's telephone calls

- Name of legal guardian

- Name of power of attorney

- Notes about copies of medical records

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Lesson 3 – Medical Records

Ownership of medical records

- Medical records belong to health care providers, but patients have the right to see and obtain a copy of their records.

- Patients with mental illness may not have the right to see their medical records.

Lesson 3 – Medical Records

Ownership of medical records

- If a patient's employer or prospective employer pays for a job-related physical examination, the employer, not the patient, has the right to see and obtain a copy of the records.
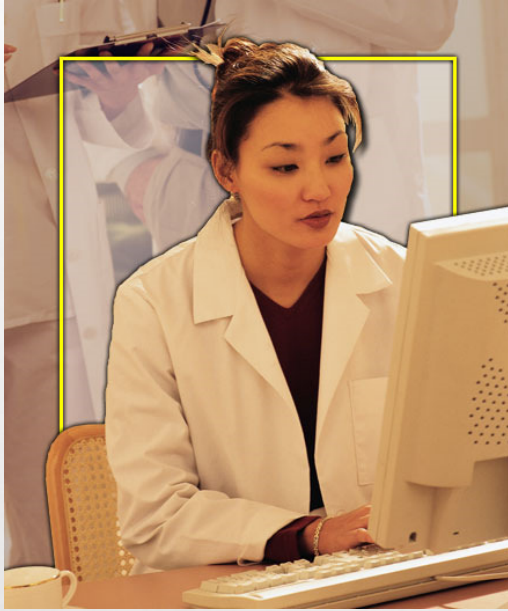
ELECTRONIC MEDICAL RECORDS

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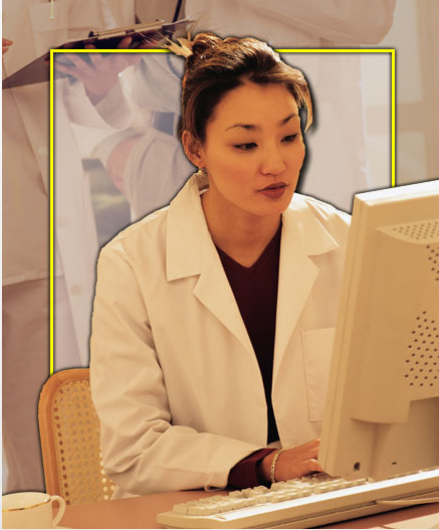# Lesson 4 – Electronic Medical Records

Advantages:

- Instant access

- Remote access to up-to-date information

- Simultaneous access

- Decreased time to record information

- Legible

- Better organization

- Increased privacy and decreased tampering, destruction, and loss due to required authorization

Lesson 4 – Electronic Medical Records

Disadvantages:

- Additional hardware, software, and licensing costs

- Resistance to giving up paper records

- Difficult data entry

- Training

- Computer downtime, such as unexpected failure or routine servicing

- Confidentiality and security concerns, such access of information to unauthorized individuals

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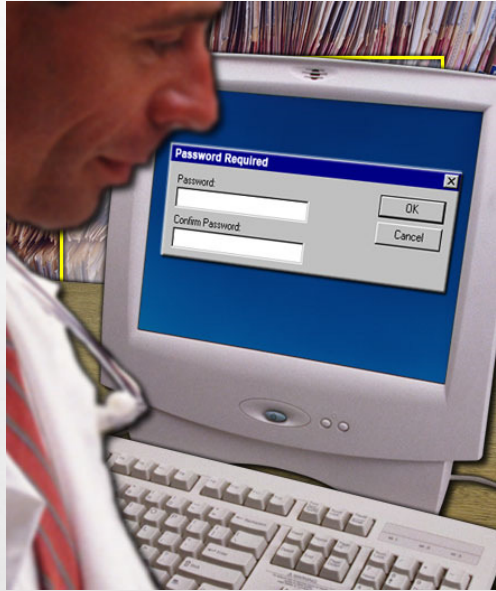HealthCenter21

Lesson 4 – Electronic Medical Records

To ensure EMR are confidential and secure:

- Limit individuals who have access to records by using passwords, fingerprints, voice recognition, and eye patterns.

- Require codes to access specific information.

- Place monitors in areas where others cannot see the screen.
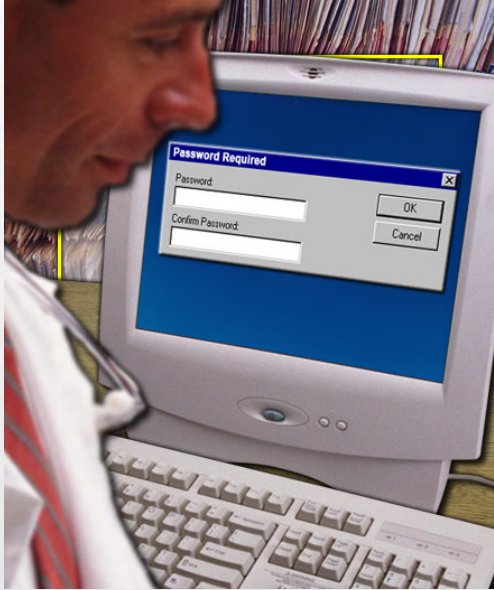
Lesson 4 – Electronic Medical Records

To ensure EMR are confidential and secure:

- Do not leave monitors unattended while confidential information is on the screen.

- Do not send confidential information by e-mail.

- Back up data.

- Constantly monitor and evaluate the use of electronic medical records.

Lesson 4 – Electronic Medical Records

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SHADOWING AND VOLUNTEERING

Should you see someone you know while shadowing or volunteering, you can NOT relay any information outside of the clinic to parents, family or friends.

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QUESTIONS?