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## INSTRUCTIONS FOR HIPAA PRIVACY TRAINING

### SELF STUDY COURSE FOR HEALTHCARE WORKERS

HIPAA Privacy Training is required for all employees, temporary employees, interns and caregivers .

To complete the course, individuals must perform the following:

1. Read the handout materials. (That's the material below.)

What is this HIPAA stuff all about?

2. Complete and correct the post-test. You can obtain answers for the post-test from Salus Solutions.

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### HIPAA PRIVACY OVERVIEW

Protections under HIPAA Privacy Regulations - The Health Insurance Portability and Accountability Act of 1996 ("HIPAA") is a federal law intended to protect consumer's health information. HIPAA regulations do not provide LESS protection of consumers' information than previous practices and, in some cases, HIPAA provides more protection of consumers' information. Do not engage in activities that you believe will provide less protection to consumer's information than you practiced before.

Reporting Privacy violation - **DO NOT ENGAGE IN ANY PRACTICES THAT YOU BELIEVE ARE A VIOLATION OF ANY REGULATION.** If you believe you encountered a privacy violation, you are required to act. Specifically, you may contact the supervisor, a HIPAA team member, the Privacy Officer, or you may report the incident via the anonymous "hotline".

Consumers' rights under HIPAA - HIPAA provides consumers with rights to:

- Access to his/her records
- Request amendments to those records
- Receive an accounting of certain types of disclosures of health information
- Alternative means of communication with healthcare provider. For example, a consumer may request that all communications come via letter or another consumer may request that information be forwarded to a different winter address.
- Restrict the use of personal information. For example, a consumer may request that healthcare provider not communicate with family members. Healthcare provider is not required to comply with the request (except in the Residence).



## HIPAA Terminology

Protected Health Information ("PHI") means health information, in any form, that can be identified back to an individual consumer. Examples of PHI are consumer's name, address, social security number, medical records number, information about services the consumer is receiving or has received, progress notes and billing information.

Appropriate Safeguards refers to policies and procedures created to protect a consumer's privacy. Examples of appropriate safeguards are restricting access to PHI by job function; shredding documents containing PHI rather than throwing these documents away; and limiting public display of consumer records (e.g., not leaving the consumer record on a copy machine in a high traffic area).

Minimum Necessary Standards: Healthcare provider may not disclose or use more than the minimum amount of information necessary. For example, if only one piece of information is needed, it may be inappropriate to use or disclose the entire medical record.

- Use means PHI used or shared with the healthcare provider. For example, a caregiver is informed that a consumer must be transported from Residence to the pool.
- Disclose means to release or share PHI with someone outside the facility. For example, a clerk in the records area is instructed by the supervisor of the area to copy and forward a set of records to another organization.
- Incidental Uses and Disclosures means, as you do your work, you may see more information than is normally permitted for your job. You must keep this information confidential.

Access to Protected Health Information ("PHI") - Each caregiver must have access to only what they need to know as required by their job function. Each department will determine the level of access for each position.

Disclosures of Protected Health Information ("PHI") by Caregivers - Caregivers should not disclose PHI to anyone who is not part of the healthcare provider organization, unless specifically instructed by their supervisor to do so. Regular healthcare provider staff will usually handle these disclosures. For example, if a non-staff member asks you to make a copy of the consumer's progress notes or to let them see the consumer's chart, you should refer the request to your supervisor. If you are volunteering in medical records, you might be given specific instructions to send out information.

Personal Representatives - Personal representatives can act on behalf of the consumer with regard to their health care, including access to consumer records. For example, parents are typically the personal representatives of their under-age children, and can access their children's records, sign forms for the children, and generally "stand in the shoes" of the children.



Locations of the Notice of Privacy Practices - The Notice of Privacy Practices ("The Notice") is a new form that is required by law and must be provided to all consumers. The Notice describes the consumers' rights under HIPAA and includes a description of how healthcare providers will use and disclose health information. All employees must know where to locate a copy of the Notice of Privacy Practices.

Consumer with Privacy concerns - If a consumer voices a privacy concern to you, you should contact your supervisor, a Privacy team member, or the Privacy Officer immediately.

Disposal of Protected Health Information - Any document containing protected health information should be disposed of by placing in the proper disposal place within the facility. An envelope with a consumer's name is considered protected health information and should not be disposed of in the trash.

Access to Computers - If you are accessing a hospital's computer systems, there are some basic guidelines you must follow:

- Everyone should have his or her own password. You cannot share a password with someone else.
- Your access to the hospital's computer system should only be limited to what you absolutely need to complete your tasks. Typically, you should not be able to access e-mail.
- All access to computers is subject to auditing by our IT department.

Additional Privacy Training by Departments - Depending on your job assignments, a supervisor may give you more instructions regarding hospital's privacy policies and procedures.

**THANK YOU FOR HELPING TO PROMOTE A HIPAA COMPLIANT WORK ENVIRONMENT!**

## POST-TEST

- 1) What is HIPAA Privacy and what does it aim to protect?
  - a) The Health Insurance Portability and Accountability Act of 1996 ("HIPAA") is a federal law intended to protect consumer's health information.
  - b) The Health Insurance Portability and Accountability Act of 1996 ("HIPAA") is a state law intended to protect consumers from therapists.
  - c) The Health Insurance Portability and Accountability Act of 1996 ("HIPAA") is a federal law intended to protect the consumer's well being.
  
- 2) What do you do if you believe that you encountered a Privacy violation?
  - a) Contact the supervisor of the area, the Privacy Officer, or report the incident via the anonymous "hotline".
  - b) Nothing unless you are told to do something.
  - c) Write it up in a memo and send it to the supervisor of the area, if you get a chance.
  
- 3) True or False: The fact that the consumer is receiving services from the facility is considered Protected Health Information.  
TRUE  
FALSE
  
- 4) What are consumers' rights under HIPAA (circle all that apply)
  - a) Right to access to his/her records
  - b) Right to request amendments to those records
  - c) Right to receive an accounting of certain types of disclosures
  - d) Right to restrict the use of personal information
  - e) Right to request an alternative means of communication with healthcare provider.
  
- 5) Where can you get a copy of the Notice of Privacy Practices (circle all that apply)
  - a) As a volunteer, you do not need to know this answer.
  - b) Each of Healthcare provider's web sites.
  - c) In each service department.
  - d) As a poster in each Healthcare provider location, effective April 14, 2003.
  - e) In all bathroom stalls.
  
- 6) Where should you direct a consumer who has a Privacy concern? (circle all that apply)



- a) The Privacy Officer
- b) The supervisor of the department
- c) Either a or b

7) True or False: If you place an envelope in a trash can with a consumer's name on the envelope, this could be improperly disposing of protected health information according to the facilities policies.

TRUE  
FALSE

8) True or False: If you are using the computer to do your work, it is ok to use someone else's password.

TRUE  
FALSE

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#### Receipt and Acknowledgement of HIPAA Privacy Self-Study Course

All travelers completing the self-study for HIPAA Privacy are responsible for reading, understanding and following the principles outlined in the handout materials. Please sign this form and return it to Salus Solutions.

I acknowledge that I have received, read and understand the handout for the HIPAA Privacy Self-Study Course. I also acknowledge that I completed and self-corrected the Post-Test. I further understand that if I have any questions about issues raised in these materials, I should discuss them promptly with my recruiter at Salus Solutions.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_