General Privacy Education

Guidelines for Novant Health team members

Presenter: Greg Blackburn, CHPC
Privacy Education Program Manager

What is HIPAA?

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that was designed with four major purposes in mind:

- Protect the privacy of patient information
- Provide for the electronic and physical security of patient health information
- Require “minimum necessary” use and disclosure
- Specify what rights patients have in approving the access and use of their medical information

NOVANT HEALTH

HIPAA requires team members to…

Safeguard our patient's protected health information (PHI) – electronic, paper or verbal.

What is PHI?

- Any information that can be used to identify a patient
- Information related to treatment and healthcare services provided to the patient
- Patient information used for payment of healthcare

NOVANT HEALTH

Safeguarding PHI

NOVANT HEALTH

Safeguarding PHI

1. Lock computer
2. Destruction of PHI
3. Paper PHI
4. Voices
5. Social Media
6. Faxing
7. Mailing PHI

NOVANT HEALTH

E-RL event reporting

Team members can report HIPAA/privacy incidents and complaints directly to the Privacy Office via e-RL event reporting.

Reporting can be accessed in e-RL by clicking on the “Privacy” icon
Please provide all known facts about the incident/complaint.

NH policy requires team members to report all HIPAA/privacy incidents to the Privacy Office.

NOVANT HEALTH

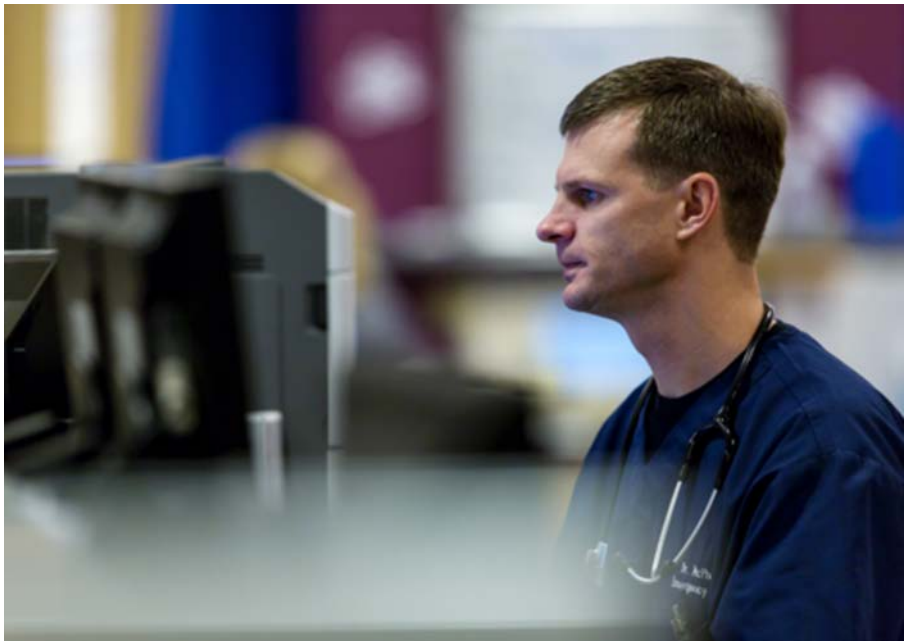
Accessing PHI appropriately

NOVANT HEALTH

Accessing PHI electronically

This is the same as going to medical records and looking at a paper record.

Electronic records demand the same expectation of privacy.

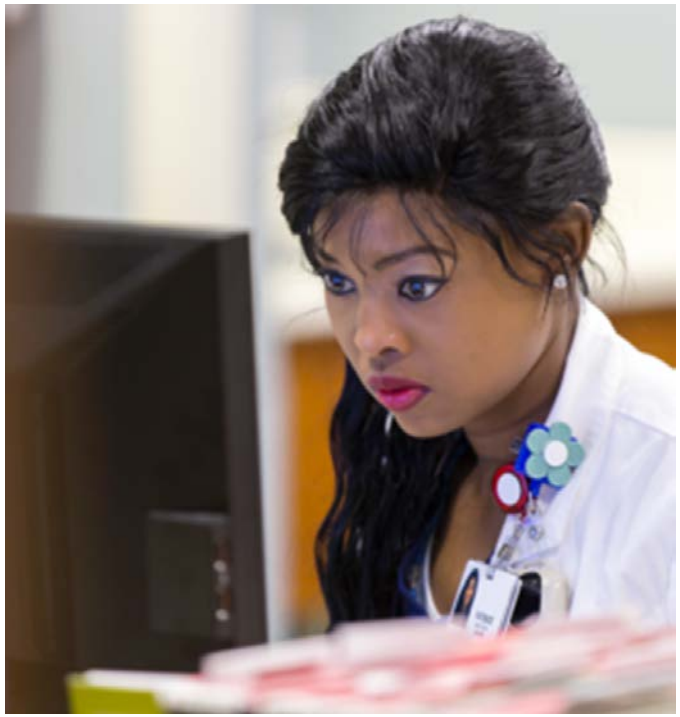


Accessing PHI for job purposes

Although Novant Health information technology systems allow you to access a record, you may not access the record without a job purpose.

For example…

- You cannot access a record to check on the status of a neighbor or friend, even if you will not share the information with anyone.
- You cannot access a record to check on the status of the victims of a local accident that you have heard about.
- You cannot access your co-workers record in order to obtain his or her birthday to add to a department list.



NOVANT HEALTH

NOVANT HEALTH

Minimum necessary standard

HIPAA only allows a team member to access the "minimum necessary" amount of information needed to perform a job:

1. This requires the team member to always think about whether any part of PHI is needed in order to perform the job duties assigned to the team member.

2. If the information is not needed to perform a job, don't access it.

NOVANT HEALTH

Know your responsibilities

- Only access PHI if you have a job purpose to do so.
- Do not access your own information
- Do not share your login information; Your user name and password
- Only access the minimum necessary information needed to perform your job.
- Know your responsibility by reading the information confidentiality policy and the confidentiality agreement.

Monitoring is required by HIPAA

- HIPAA requires Novant Health to monitor our system for proper access to patient information.
- Novant Health currently has both proactive and reactive processes in place to review access by team members.
- The Privacy Office monitors, reviews and investigates proper use and disclosure of protected health information.

NOVANT HEALTH

For more information

Visit the Privacy Office I-Connect site for policies, forms, job aides and more.

Email: privacyoffice@novanthealth.org

NOVANT HEALTH