



# Protecting Patient Privacy

The purpose of the HIPAA Privacy Rule is to protect the confidentiality and security of health information as it is used, disclosed and electronically transmitted. We are committed to protecting our patient's privacy in the course of our day to day activities related to patient care, research, and education. Each of us plays a valuable role in protecting patient privacy.

*Each individual working with our patient's health information is responsible for the confidentiality of the information. Imagine:*

*Instead of sending fax to the intended provider's office, you sent it to the patient's employer.*

*Instead of handing Patient A his/her lab results, you hand the patient the lab result of Patient B.*

*An adult patient's bills goes to the wrong guarantor because we failed to review the guarantor and update to "self".*

*Instead of staff logging out of Allscripts after they have entered the patient's vitals, they leave the patient in the room with Allscripts open. The provider enters the room and finds the patient reviewing the medical record of another patient.*

Each of the situations above can be prevented with proper attention and diligence. When we take the time to confirm our patient's information with the information we are collecting, using, or disclosing we demonstrate our commitment to protecting our patient's privacy and reduce the chance of a privacy breach.

*By following a few basic tips when we fax patient health information, we can ensure the protection of our patient's privacy.*

## Privacy Basics:

Make sure all new patients are provided with a copy of our Notice of Privacy Practices.

Know where to direct patients if they need a copy of their medical record, are requesting an amendment to their record, or would like to request a restriction on our use and disclosure of their protected health information.

Hold confidential conversations about patient care away from others who do not have a need to know

## Appropriate Access of Clinical Systems

Access to our clinical systems is granted based on your role or job and is to be used only for that purpose.

If you need to access your own health information or information of a family member, contact your provider, the Health Information Release Service, or go through the FollowMyHealth Patient Portal.

Do not share your password or allow others to login under your credentials.

## Examples of Incidents to Reports:

Unauthorized use or disclosure of Protected Health Information.

Losing documents or devices containing Protected Health Information.

Sending/handing/faxing patient information to the wrong individual.

Any concerns expressed by patients about their privacy.