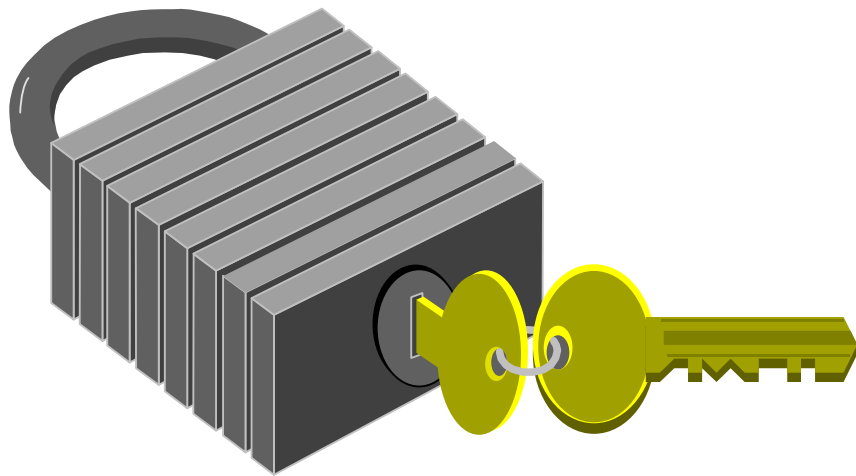


Protecting Confidential Information



Canyon View Medical Group (CVMG) believes Protecting patient's Confidential Health Information is an important and vital part of quality healthcare!

Congress passed the HIPAA bill.

HIPAA

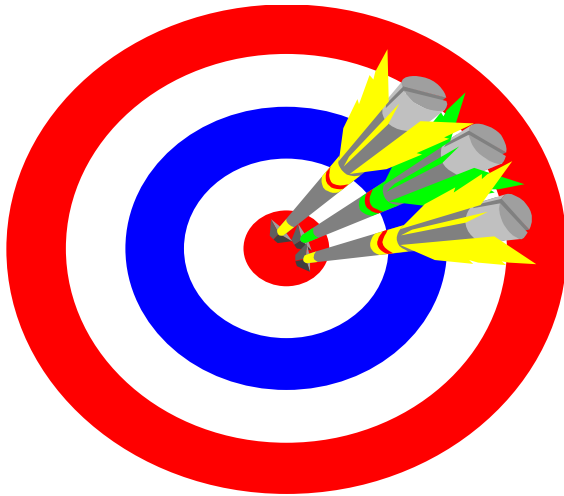
Health

Insurance

Portability &

Accountability

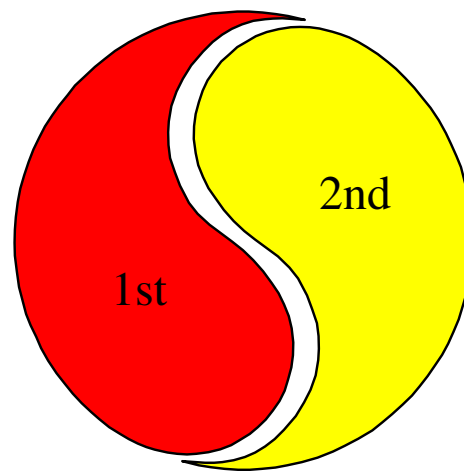
Act of 1996



There are two parts to the HIPAA law:

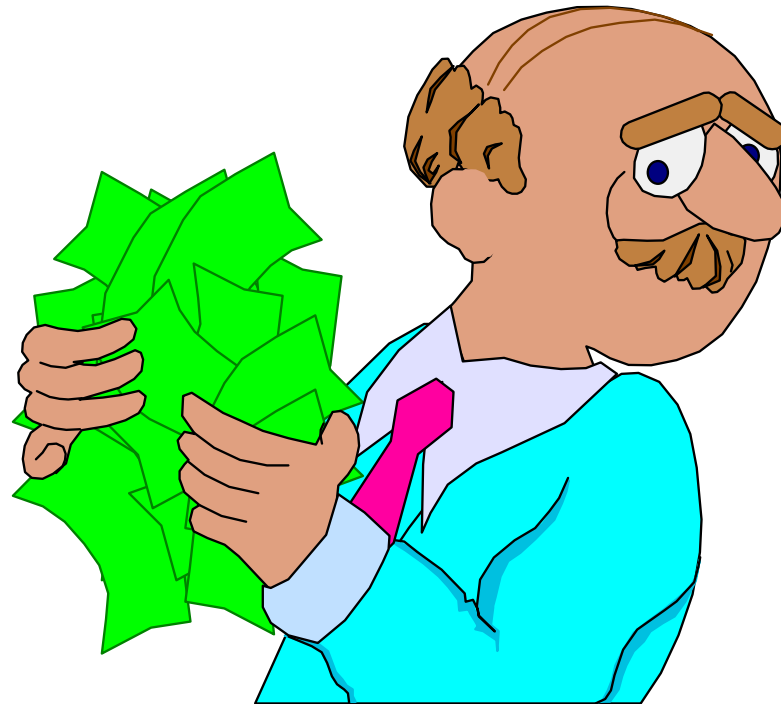
1st Privacy -- Privacy deals with information that is written, oral or electronic

2nd Security -- Security deals with only electronic information



For this first part of
the presentation
we'll review the
PRIVACY part of
HIPAA.

HIPAA establishes safeguards to protect the privacy of each individual's health information. This health information is called PHI!



HIPAA sets National Standards for PHI.

PHI stands for:

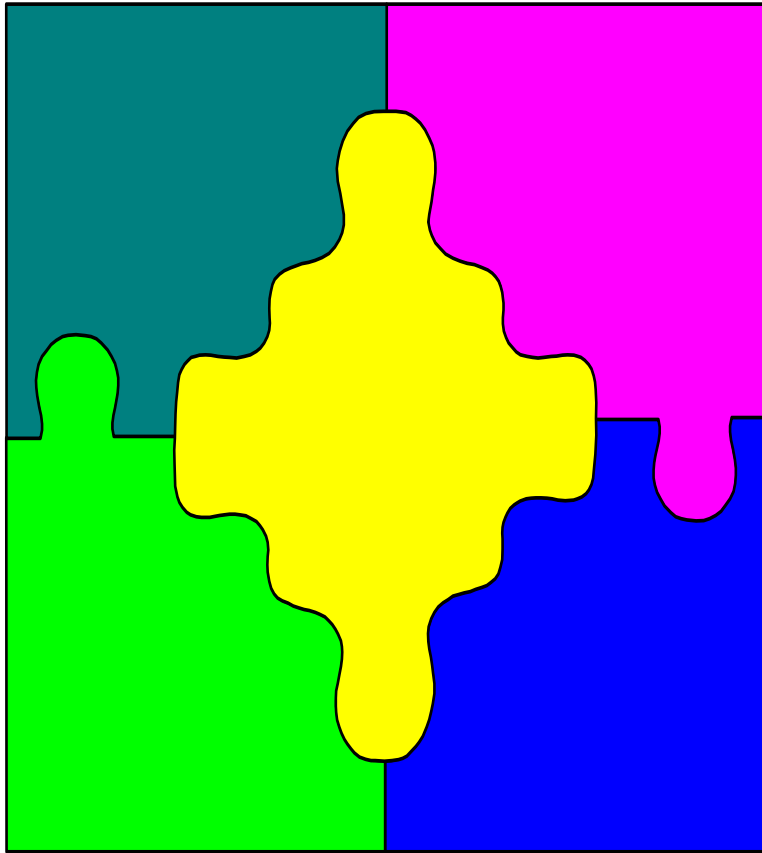
P = Personal or Protected

H = Health

I = Information

Examples of PHI or Protected Health Information are:

1. Demographic information (name, address, phone numbers, age, sex, etc.)
2. Financial information (Social Security Number, Insurance company, etc.)
3. Health information (diagnoses, chronic conditions, lab results, etc.)

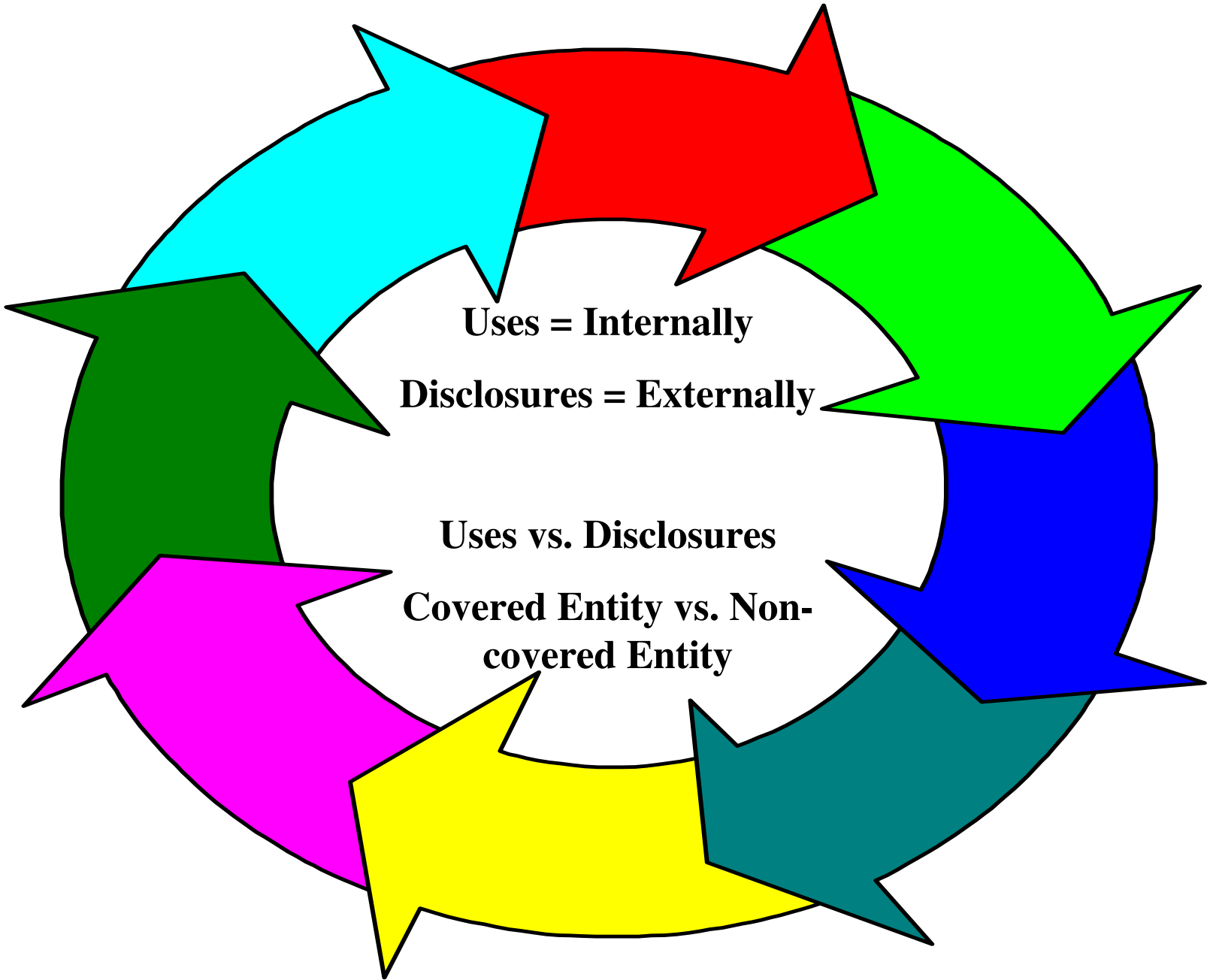


What this basically means to you is that you DO NOT tell, disclose, use, abuse, accidentally inform, mention, (or any other verb you may say here) any patient PHI to anyone outside the CVMG company.

PRIVACY IS PARAMOUNT!

**HIPAA does
sets
boundaries on
the use and
disclosure of
PHI.**

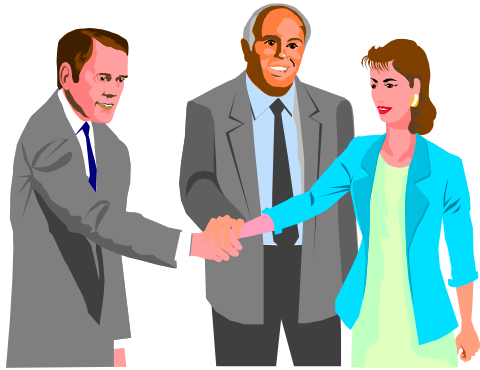




HIPAA allows for CVMG to send PHI to “Covered Entities” after an **acknowledgment** has been signed.

We **CANNOT** send PHI to “Non-covered Entities” until an **authorization** has been signed.





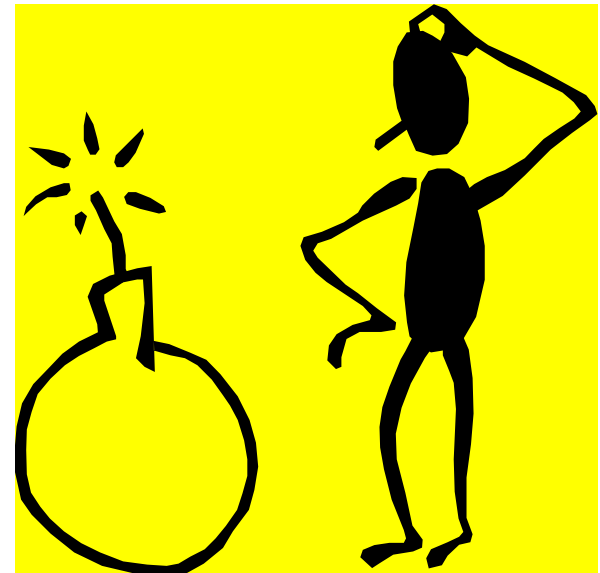
Acknowledgment

(This is on the Patient information sheet)

- Receipt of NPP - NPP is the Notice of Privacy Practices
- The NPP must be signed before being seen
- Never, never discard these - Scan them into system
- Acknowledgments only need to be signed once

Authorization

- Must be signed **every time** a disclosure is made to a non-covered entity.
- Scan new authorizations into the system each and every time one is signed.



There are “covered entities” and “non-covered entities.

COVERED ENTITIES:

Other doctor offices

Hospitals

Pharmacies

Insurance companies

Laboratories

NON-COVERED ENTITIES:

Life Insurance companies

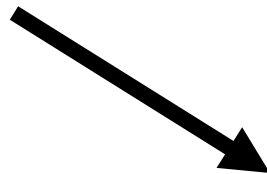
Property or Casualty Ins. Companies

Worker’s Compensation

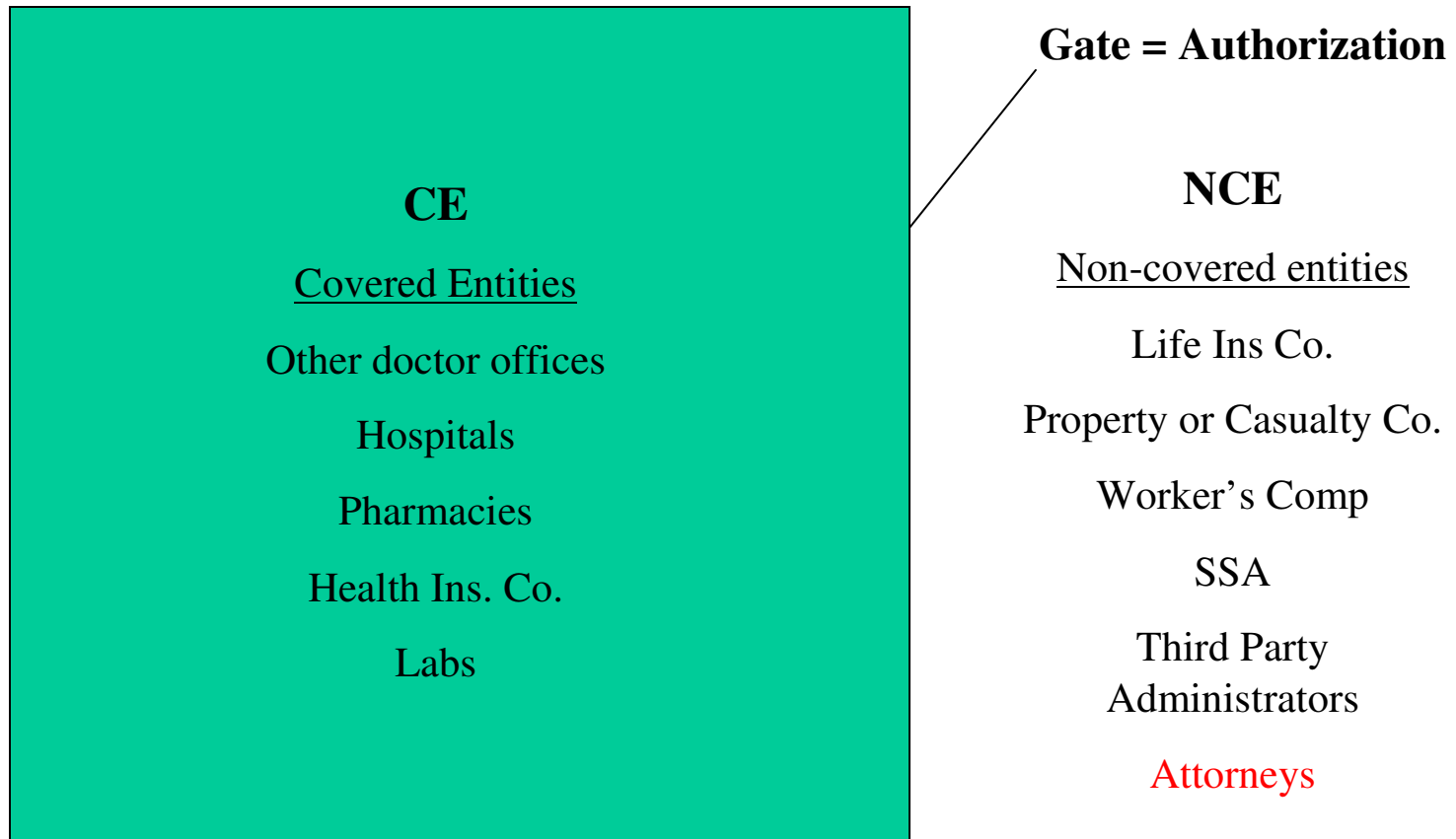
Social Security Administration

Third Party Administrators

Attorneys

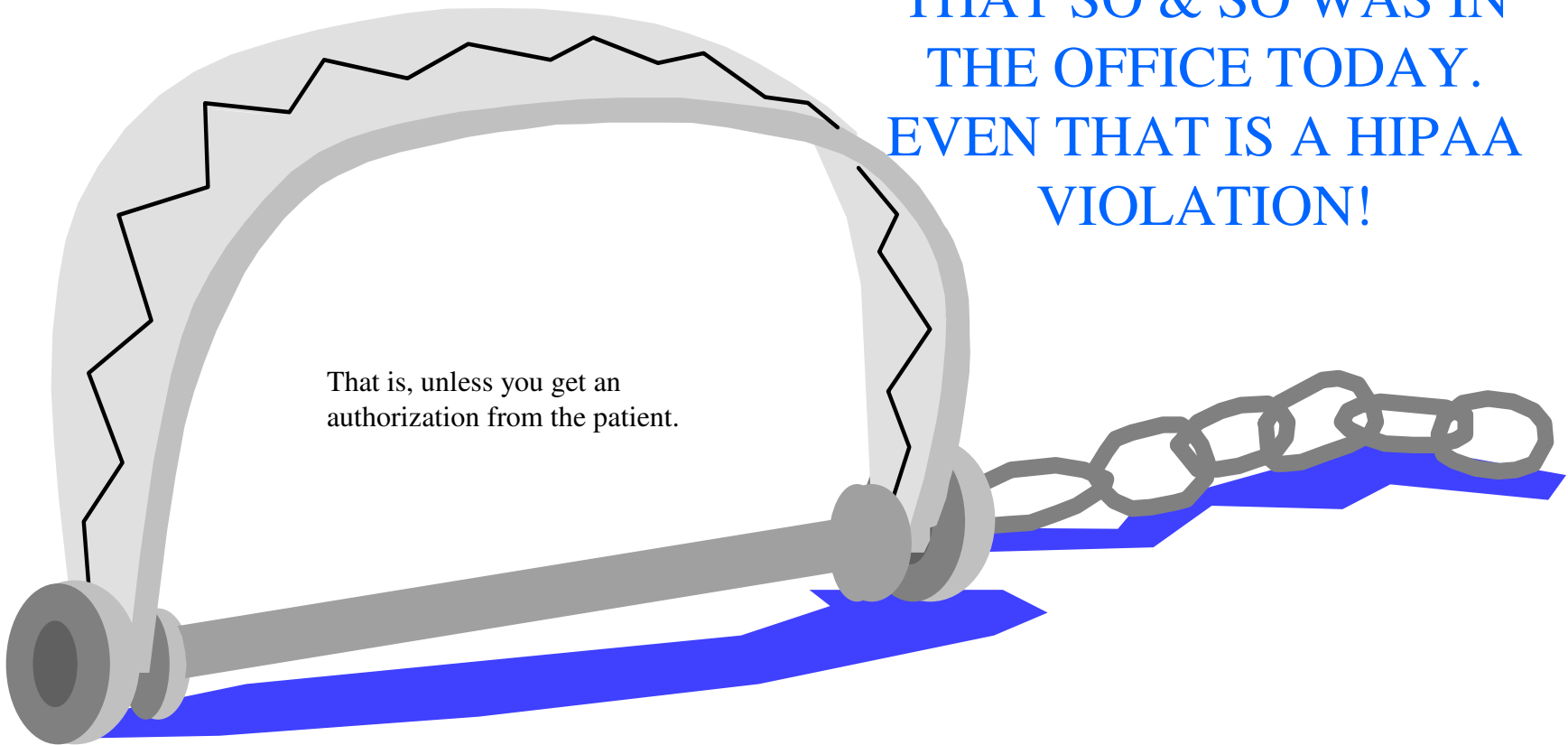


As long as the PHI is being sent to those in the “field” (internally) and an acknowledgment has been signed, then HIPPA is being followed. If the PHI needs to go outside of the “field” (externally), then an authorization must be signed by the patient each time PHI is sent.



ONE TRAP YOU NEED TO
BE WARY OF IS
“ACCIDENTALLY”
TELLING YOUR FAMILY
THAT SO & SO WAS IN
THE OFFICE TODAY.
EVEN THAT IS A HIPAA
VIOLATION!

That is, unless you get an
authorization from the patient.



Patients

Have

Rights

*These
Rights
are:*

Right to Receive Notice

This notice (the NPP) describes:

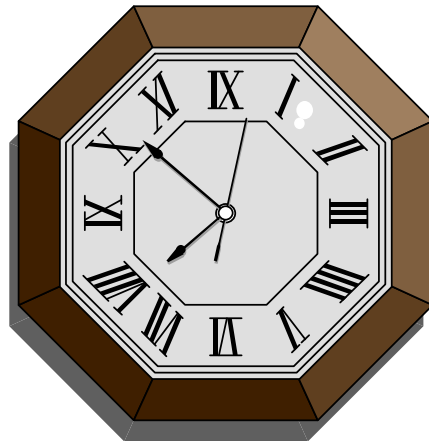
- How medical information is used and disclosed by our clinic.
- How to access and obtain a copy of their medical records.
- A summary of patient rights under the HIPAA law.
- How to file a complaint and contact information for the company.

If you have never read our NPP go to your front desk personnel and get a copy of it, then read it! This is given to each patient to read.

Right to Access

Patients have the right to:

- Access or inspect their health records upon request
- Obtain a copy of their record from their healthcare provider (reasonable fees may be charged for copying)
- Access and copying for as long as the information is retained



Right to Amend

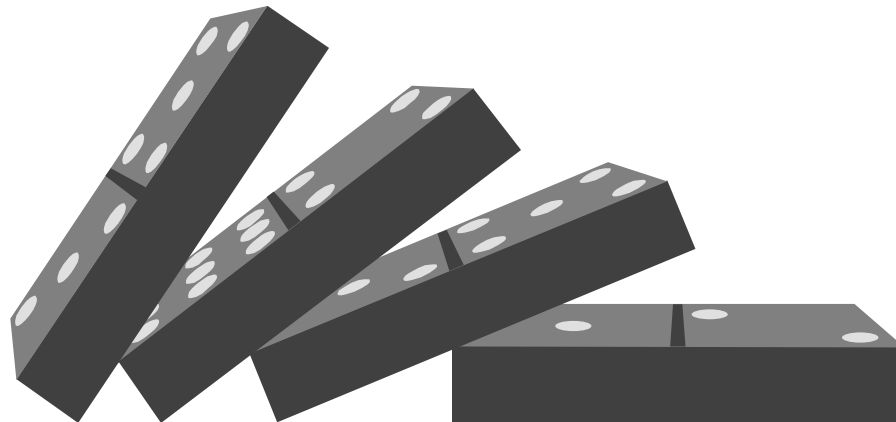
The patient has a right to:

- Request an amendment to their medical record, but this must be done in writing.
- Request the organization (provider) review and determine if the provider agrees or disagrees with the amendment.
- Have the amendment become part of the permanent record if it is agreeable to the provider.
- Have the amendment and the patient's objection become part of the permanent record if the amendment is not agreeable to the provider.

Right to Disclosure Accounting

The patients have the right to:

- Request a list of when and where their PHI was released.
- Have a list of disclosures within the past 6 years which includes the date of disclosure, the name and address of the person receiving the information and a brief description of the reason for the disclosure.

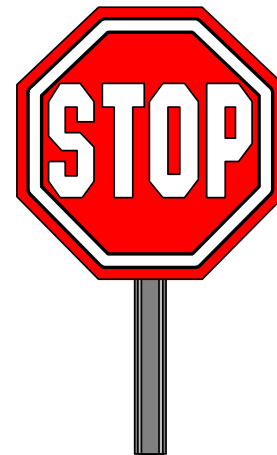


Right to Request Restrictions

The patient has a right to:

- Request restrictions on the use and disclosure of PHI.
- Request restrictions in the use of information for treatment, payment or healthcare operations.
- Request to receive communication by an alternative means or location.

CVMG is not required to agree to these restrictions; however, we will try to accommodate the patient as he/she requests.

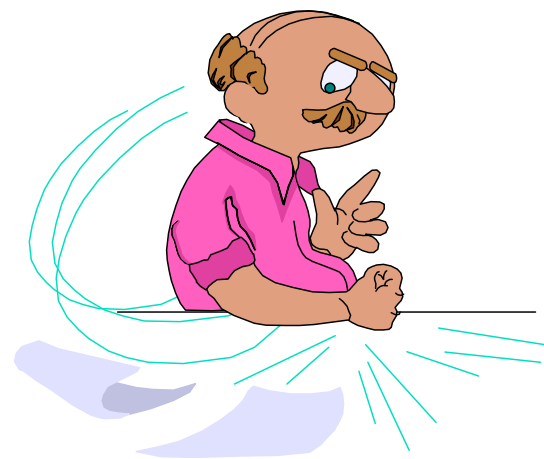


Right to File a Complaint

**If a patient believes privacy rights were violated,
they have the right to:**

- Make a complaint to the individual within the organization who has that authority - that person currently is Mark Koyle at the Art City Medical Center.
- Make a complaint to the Secretary of the Department of Health and Human Services via the OIG in Denver. The OIG is the Office of Inspector General.

CVMG must provide the contact information for filing a complaint to the patient.



We'll now review the
SECURITY part of
HIPAA. This review
will be the basics of
what you need to
know.

Remember, the
security part only
deals with electronic
Protected Health
Information or:

ePHI

*There are THREE safeguards to the security end
of HIPAA!*

Administrative

These safeguards relate to the staff.

Physical

These safeguards relate to physical access to buildings or computers.

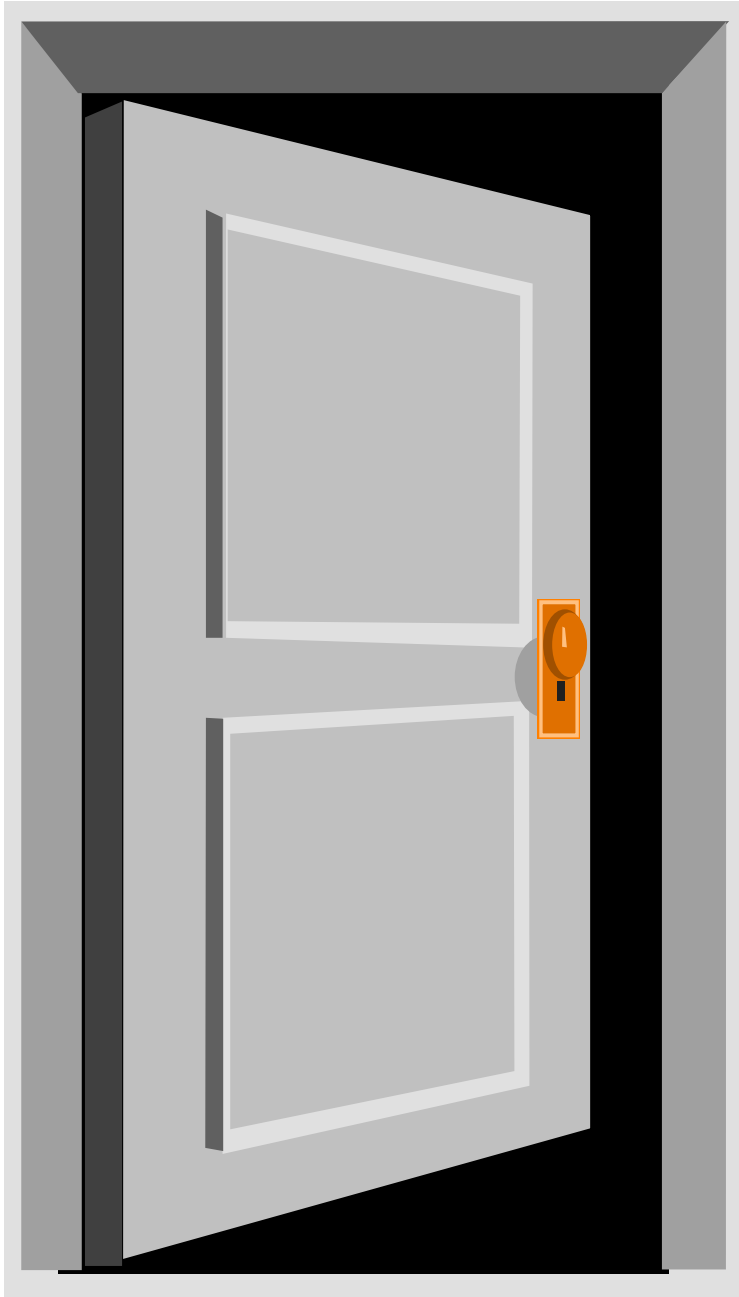
Technical

These safeguards ensure only those needing access to records has it.

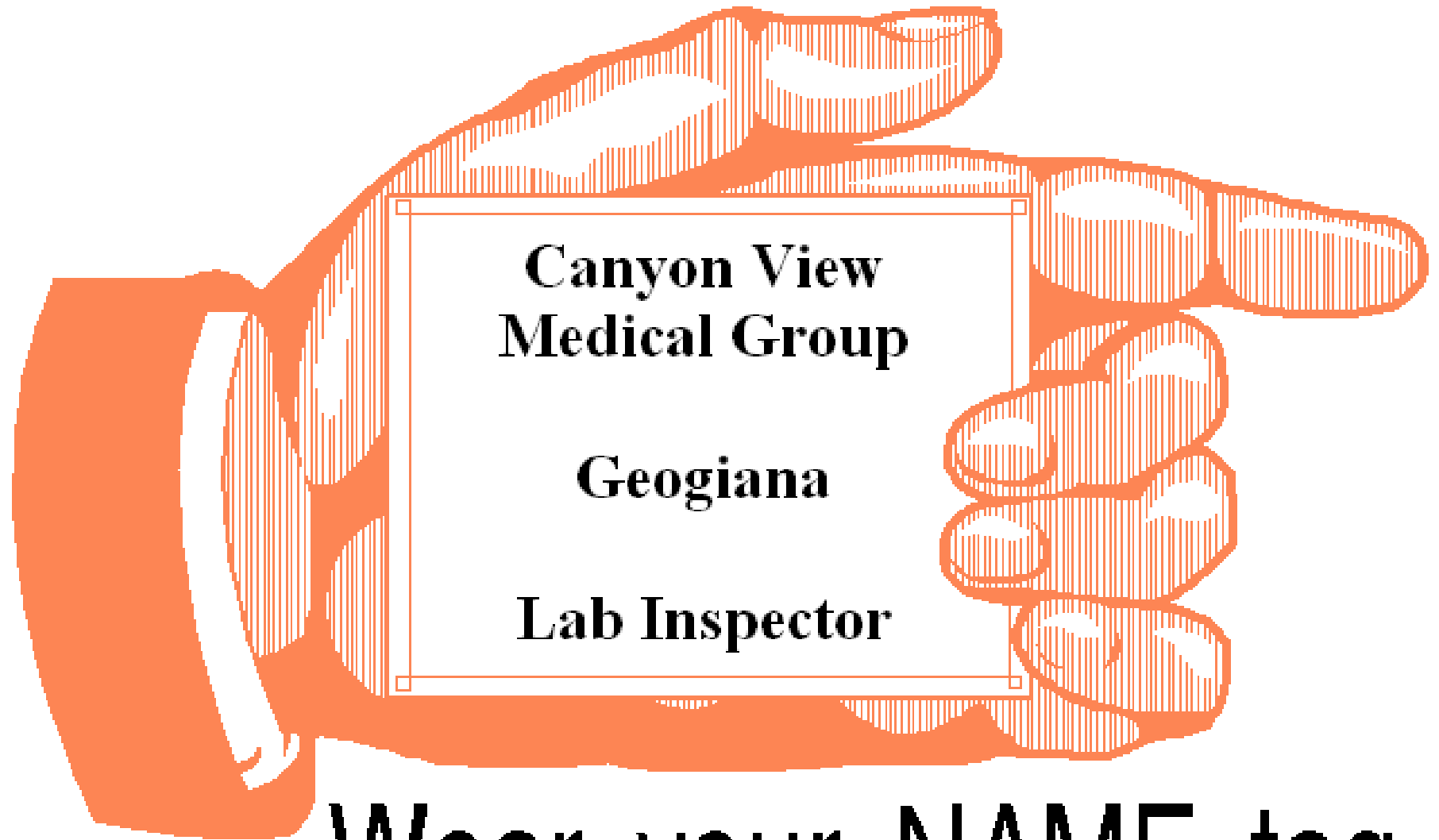


What does all
that mean for
you ?

Not much as long as you
help with the following
safeguards to protect the
ePHI of our patients.

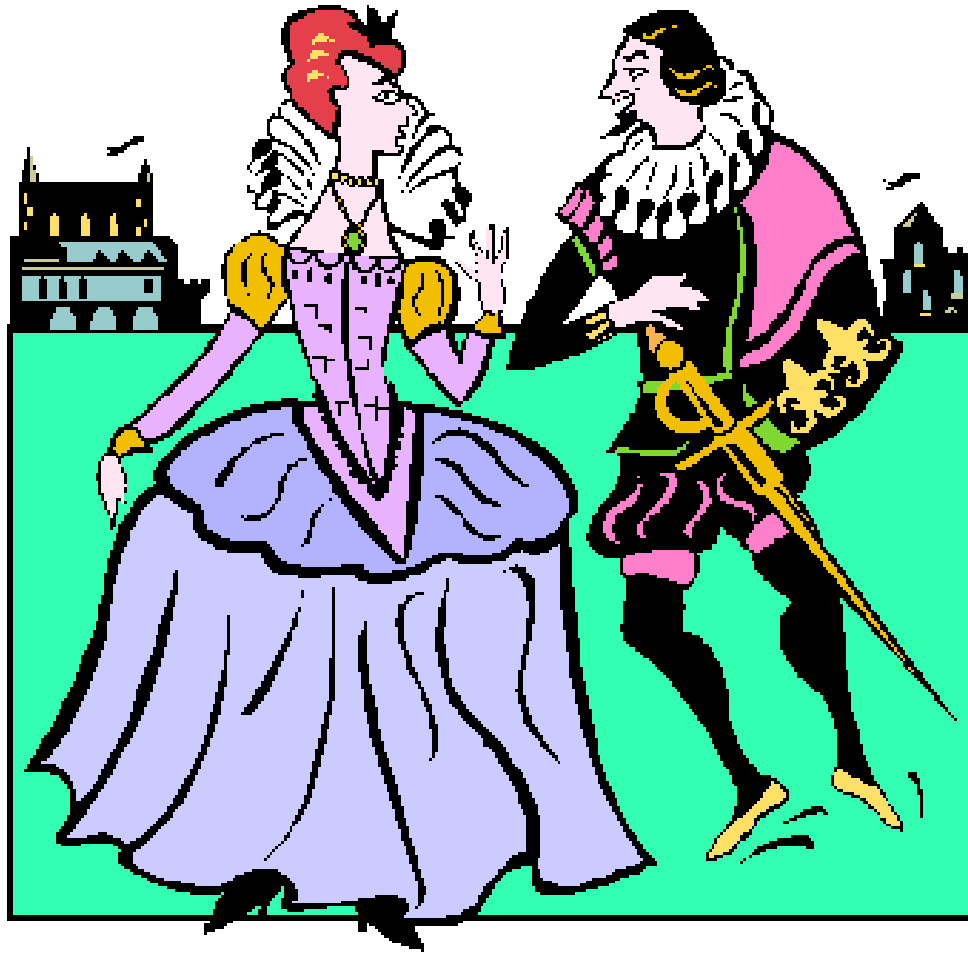


Only access
confidential
information
if you have a
“need to
know”.



Wear your NAME tag

ESCORT VISITORS



to insure
they do
not go in
areas of
the clinic
they
should not
be.

**KEYS -
NEVER lend
your key to
anyone.**

**SECURITY
CODE -
NEVER tell
anyone the
building code.**



Virus Protection

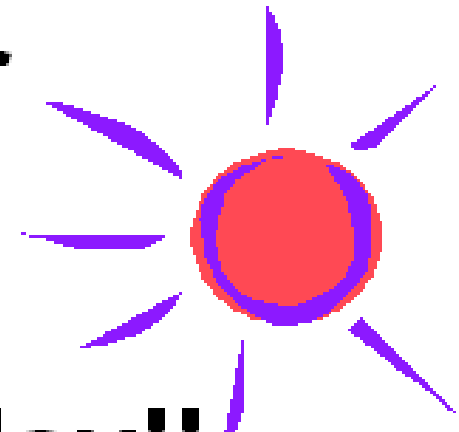
**If you get
any pop up
warnings;
please
contact
your
supervisor
or manager
at once!**



**NEVER,
NEVER
DOWNLOAD
DISKS, CD's
OR FLOPPIES
TO THE
COMPANY
COMPUTERS**



Log off computer



& turn off each day!!

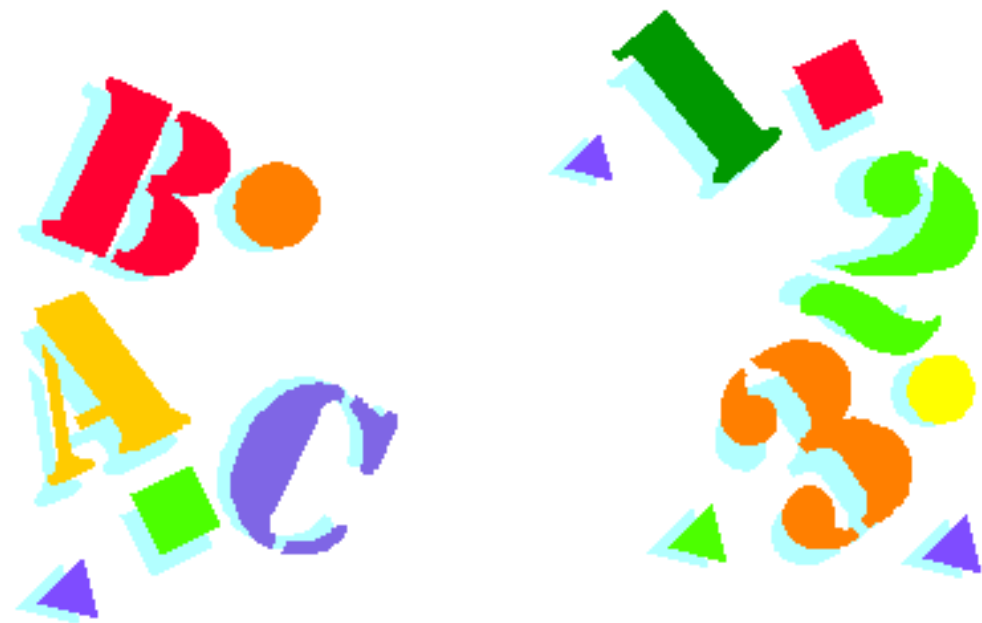
**We have
implemented
auto
logoffs!!!**



**Keep
confidential**

Never share

**at least 1
number & 1
letter**



Passwords

One of the MOST VITAL things you can do is make sure you identify patients to be who they say they are.



You need to check patient ID and follow-up with other questions to ensure they are who they say they are -- the next page gives guidance on this.

- 1. Valid State/Federal Photo ID**

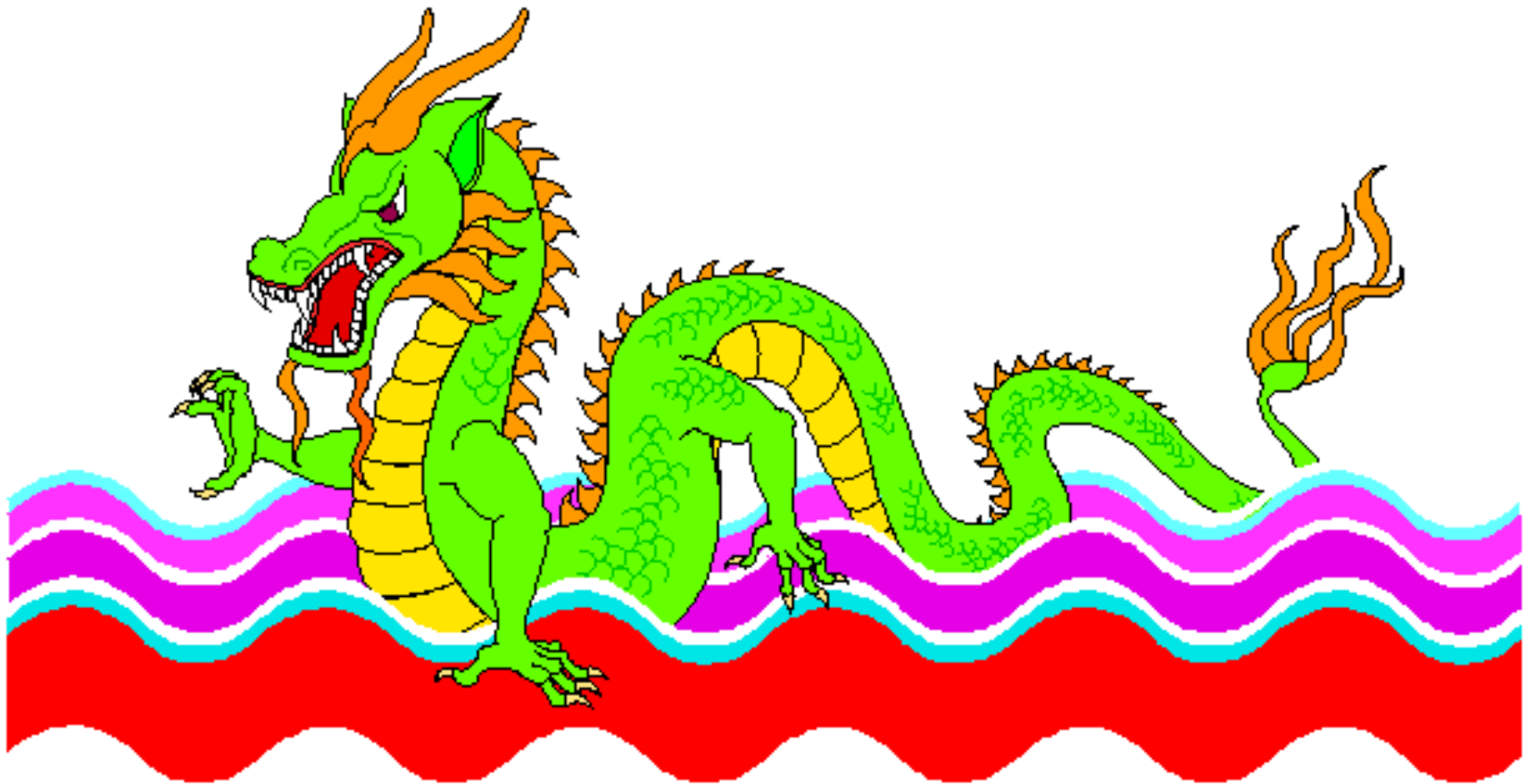
- 2. Minimum of 3 from the following:**
 - a. SSN (required)**
 - b. DOB (required)**
 - c. One of these:**
 - account #**
 - address**
 - insurance co.**
 - ins. pol. #**
 - birth cert.**
 - insurance card**

This can be given
verbally or in
writing!



Always treat
patient
information
as if it were
your own!

**Report any wrongdoing to
your supervisor or office
administrator.**



The HIPAA law explains that there are penalties for disclosing information erroneously. Therefore, it is important to be very careful with patient information.



**Accidental or
incidental disclosures
will be documented
and re-training will
occur as needed!**

I'M  SORRY

Intentional disclosures will be grounds for termination!!!!

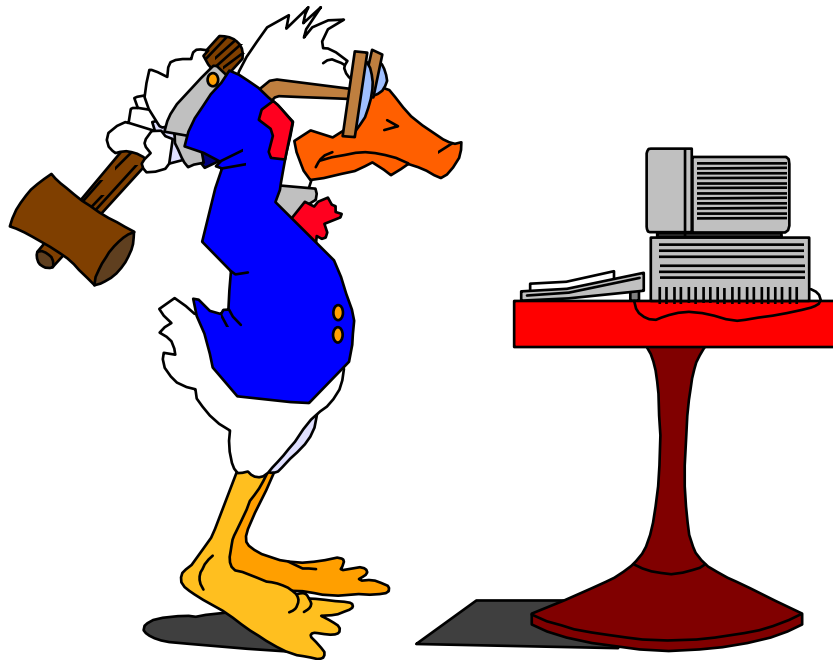


**Any
criminal
wrongdoing
may be
reported to
the police!**





**The new EHR
(electronic
health record)
tracks "or
audits"
everytime
someone is in
a patient's
record.**



Our purpose is not to scare or frustrate you with this HIPAA law -- only to inform and to train you!

PLEASE, PLEASE, if you have any questions you may ask the people in the company who have been designated as HIPAA officers. A list is on the next page.

C
O
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P
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Mark Koyle -- Security &
Privacy officer for CVMG at Art
City Medical Center

Colleen Wilson -- Contact for
Spanish Fork Clinic

Arlana Steele -- Contact for
Santaquin Clinic



You are now an
expert in HIPAA.
Congratulations!