

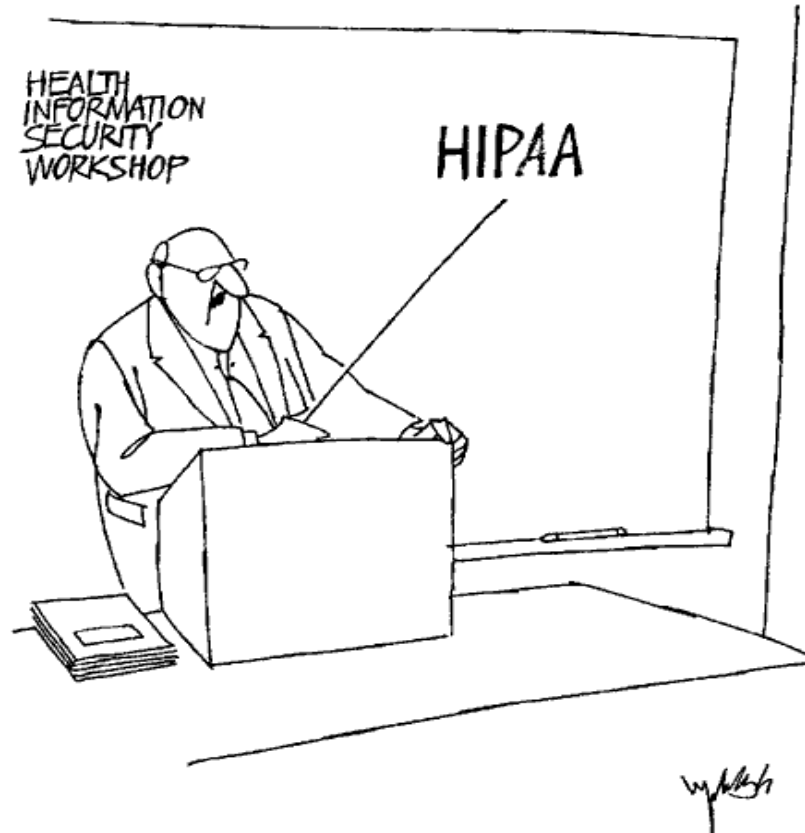
# HIPAA 101

## Student Training



Compliance and Privacy  
March 2017

# What is HIPAA?



"No, it's not a female Hippopotamus. Anyone else know?"  
Cartoon by Dave Harbaugh

# HIPAA in a nutshell

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A **covered entity** (Ochsner) may not use or disclose **protected health information**, except as permitted or required.

Protected Health Information (PHI) is anything you see or hear about a specific patient, for example:

## PHI Examples

- Name and Medical Record Number
- Address and Phone Number
- Social Security Number
- Phone Number
- Date of Service

# Compliance is Everyone's Job

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Who is responsible for the privacy and security of Protected Health Information at Ochsner?

- All Employees
- All Physicians
- **All Students**
- All Volunteers
- All Part-time and Temporary Workers
- All 3<sup>rd</sup> Party Personnel
- All those who have been given access to Ochsner information or systems

# As a Student at Ochsner, How Can You Keep Patient Information Safe?

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As a student at Ochsner, you may have access to confidential medical information. You are expected to protect this information from anyone who does not need to know it.

- Respect the privacy of Ochsner's patients
- Do NOT discuss information about Ochsner's patients with anyone
- Do NOT remove documents containing patient information from the premises
- Do NOT use your Smartphone to take pictures of patients.
- Patient information should NOT be posted to social media sites.
- Patient information should NOT be sent via text messaging.

# Student Guidelines for the Access and Use of Patient Health Information

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- Access only the information of patients for whom you are journaling
- Use only the minimum necessary de-identified information needed to complete your journal
- Do not share or discuss any patient health information with other students at their school, friends or family members
- Do not photocopy patient health information

# Student Guidelines for the Access and Use of Patient Health Information

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- Do not record patient information on class assignments including but not limited to:
  - Name or Medical Record Number
  - Date of Birth
  - Address
  - Phone Number
  - Social Security Number
- If you have questions about the access or use of patient information, contact your Educator/Program Coordinator

# What Do You Do if You Know or Suspect a Privacy Violation?

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You must report any know or suspected violations of patient privacy or security as well as any other concerns to:

- Your Educator/Program Coordinator
- Your Chaperone
- Compliance and Privacy Department at 504-842-9323
- Ochsner's Anonymous Compliance Line or Web Reporting



# Scenario 1

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You are volunteering at the hospital and you see your best friend's mom leaving a clinic.

- Is it okay to say hello?
  - **Yes!** Be friendly, but don't discuss her medical care.
- Is it okay to tell your friend that you saw her mom?
  - **No!** Your friend's mom may not have told her family that she had an appointment. This would be a violation of her privacy.
- Is it okay to tell your parents that you saw your friend's mom?
  - **No!** Like any other patient, your friend's mom has a right to privacy when seeking health care and you should not tell anyone, even your family, that you saw someone at Ochsner, even if you know them.

# Scenario 2

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You find some unattended paperwork in the hallway with patient information on it. What should you do with it? Should you leave it where you found it?

- **No!** If there is patient information on the paper, return it to the place where it came from, if you can find out.
  - If you can't determine where the paperwork came from, dispose of it in a shred bin, not a regular trash can. If you need to find a shred bin, ask an employee who will be able to find you one.

# Scenario 3

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Kelly, a second year resident, see the famous actress Holly Woods at the coffee stand at Ochsner. Kelly really wants to take a picture and post it on Instagram and Snapchat this celeb sighting.  
#workingwiththestars

- Can Kelly take to take a selfie with Holly Woods?

**No.** This could be a potential HIPAA violation especially if the patient does not consent to the photograph. Additionally, this is a violation of the Ochsner cell phone and social media policy.

# Reminders

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1. Protected Health Information (PHI) is anything you see or hear about the health of a specific patient.
2. You must be protect the privacy of patient health information.
3. It is your duty to report anything that goes against Ochsner policies and procedures.
4. Read, sign and return the “Student Confidentiality Statement” form to document your HIPAA training.

# HIPAA HINTS

- **P** Passwords and usernames should never be shared
- **A** Access the minimum PHI necessary to complete your work
- **T** Talk in lower voices when having conversations in non-private areas
- **I** If leaving a voicemail, keep it brief and do not discuss PHI
- **E** Emails from unknown senders with unrecognized attachments should never be opened
- **N** Never leave your workstation unsecured
- **T** Think before you share PHI verbally

# Compliance Resources

The Compliance & Privacy SharePoint site gives you easy access to information about:

- HIPAA
- Policies
- Standards of Conduct
- Education Resources
- Contact Information, including the Compliance Line

The screenshot displays the Ochweb SharePoint site interface. At the top, the navigation bar includes links for 'Ochweb Home', 'Admin', and 'Ochsner.org'. A search bar is located below the navigation bar. The main content area is divided into several sections: 'Facility Homepages' with links to various Ochsner locations; 'We Serve: Get Involved' featuring 'Operation Outreach'; 'Compliance & Privacy' (highlighted with a red arrow), which includes a 'Report a Concern' link and 'Standards of Conduct'; 'The Service Excellence Corner'; 'Information Services' with a 'SERVICE CATALOG' link; and 'Clinical Resources' with links to 'Krames On-Demand Patient Education', 'Nursing Portal', 'Mosby's Nursing Skills', 'ePriv - Credentialing', 'KREWE Download', 'HPFFA Download', 'EpicCare Link NEW!', and 'On Call Schedule'.



# HIPAA for Students – Quick Review

For Ochsner Clinic Foundation (OCF)



## Know Your Responsibilities for the Privacy and Security of Patient Health Information

As a student at Ochsner, you may have access to confidential medical information.

It is your responsibility to comply with federal and state laws which protect the privacy and security of this information.

### Student Guidelines for the Access and Use of Patient Health Information:

- Students may access only the information of patients for whom they are journaling.
- Students may use only the minimum necessary de-identified information needed to complete their journal.
- Students may not share or discuss any patient health information with other students at their school, friends or family members.
- Students may not photocopy patient health information.
- Students may not record patient information on class assignments including but not limited to:
  - Name
  - Date of Birth
  - Address
  - Phone Number
  - Social Security Number

If you have questions regarding the access and use of patient health information, contact your Mentor/Program Coordinator.

# HIPAA Acknowledgement

My signature below acknowledges that I have read and understand:

1. HIPAA 101 Student Training
2. HIPAA for Students – Quick Review

My signature below acknowledges that I understand:

- There are civil and criminal penalties for the unauthorized access and/or use of confidential patient information.
- The requirements listed under Ochsner’s Student Guidelines.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Print Student Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent / Guardian Signature (if under 18)

\_\_\_\_\_  
Print Parent/ Guardian Name

\_\_\_\_\_  
Name of Affiliated School

Copy this form for your own records before returning to Ochsner.

**Note to OCF Mentor/Program Coordinator:**  
Maintain the original signed brochure within your department.

