



Cascades East

Area Health Education Center

Privacy Compliance

Health Occupations Students

Health Insurance Portability & Accountability Act

**HIPAA requires
protection of
personal
medical
information.**



Health Occupations Students

Protecting patient confidentiality isn't just a hospital policy, it's the law.

Any violation of patient privacy can END the job shadow program for all students.

Protected Health Information PHI

Protected Health Information

- ***Patient Identifiers*** are protected health information (PHI) and include:
 - Clinical information
 - Payment information
 - Patient name, address and telephone number, social security number, account numbers, license number, birth date, and email address
- These identifiers apply to information that is oral, recorded, on paper, or electronic.

Personal Health Information

Snooping

- Although you may have the ability, you should **never** access any portion of your own record, your family's, or a friend's medical record.
- If you would like to look at or get copies of your or a
- family member's medical record, a signed authorization form can be obtained from the SCHS Health Information Management (HIM) department or the SCHS Lab.

Consequences

Students who violate HIPAA requirements will result in your immediate expulsion from the program and can result in **ending** the job shadow program.

If you have questions, please contact your teacher or Director of CEAHEC.

Social Media

- **Never disclose patient-related sensitive information through social media.**
- This includes posting pictures, comments, etc. to Facebook, Instagram, Snap Chat, TikTok, What's App, etc.

Case Scenarios

- So you're job shadowing in the hospital when you hear that a neighbor has just arrived in the emergency room for treatment after a car crash.

You hear someone saying that he will be taken to surgery soon.

The neighbor's wife works in another part of the hospital.....

- **Should you notify your neighbor's wife that her husband has arrived in the emergency department?**



Case Scenario

NO!

The correct course of action is to tell the nursing staff that you know the patient and his wife and offer to help by providing information in the event it's needed.

When patients are in the hospital, they have the right to decide who should know they are there. Your neighbor has a right to privacy.

Your neighbor may not want to notify his family of his accident. If he is conscious, the emergency department staff will allow him to direct who should be notified of his presence at the hospital.

If he is unconscious, the doctors and nurses will use their professional judgment about whether to notify his wife and will decide whether you, as a friend, should be involved in any way. Leaving this direction to the emergency department staff is essential.



Case Scenarios

- A friend is concerned because his girlfriend is in the hospital. He asks you to find out anything you can.
- **Should you try to find information for your friend?**

Case Scenario

NO!

- Again, the answer is no. In fact, you shouldn't even acknowledge that the girlfriend is in the hospital. You should direct your friend to the information desk. He can learn the general condition of a patient by calling and asking (if the patient has agreed that the information may be made available).
- **It is best to remember that you are not to seek out confidential patient information.**
- When confidential patient information is made available to you, you are not to repeat it to anyone.

Protecting patient confidentiality isn't just a hospital policy, it's the law.



Case Scenarios

- You pass a nurses' station where patients' names are listed on a white board. You spot the name of a classmate.
- Should you stop by their room?

Case Scenario

NO!

- If you learned of your classmate's hospital stay only by looking at the white board, you should not go to his/her room unless your job shadow requires you to go there.
- Your friend might have allowed his/her name to be listed in the information directory or shared his/her hospitalization with friends or family. If you find out from these methods or his/her family members that they are staying in the hospital, feel free to visit him/her after your job shadow is over. Be sure to follow the hospital's visitor policy.

Quick Review

Sensitive information exists in many forms – printed, spoken, and electronic.

Sensitive information includes Social Security numbers, credit card numbers, driver's license numbers, personnel information, computer passwords, and PHI.

There are a number of state and federal laws that impose privacy and security requirements.

Any information that can be used to identify a patient should be considered private and confidential.

Privacy Compliance

To whom can a student report an incident?

- Your teacher
- Director CEAHEC 541-706-2773
- Compliance and Privacy 541-706-5932
 - complianceandprivacyemail@SCMC.org
- Anonymously by calling the EthicsPoint hotline at 1-888-373-8881