

# Confidentiality Levels and Publicity Codes for PowerChart and STAR Registration Users

Cerner PowerChart and STAR

**Summary:** This document is for MHC Hospitals that use PowerChart and STAR Registration. MHC has a responsibility to protect the patient’s right to privacy of health information. In addition, HIPAA requires that a patient be given the opportunity to opt out of the Facility Directory if a patient is here for an extensive outpatient procedure or is assigned a bed. The Facility Directory is a listing of patients and room numbers.

## Confidentiality Levels

- In PowerChart, **Confidentiality Levels** indicate the patient’s request for privacy, the release of directory information, or the facility’s responsibility to not release directory information due to the type of the care the patient receives.
- MHC has **four** Confidentiality levels:
  - Routine:** The patient has agreed to be listed in the Facility Directory. Visitors or callers who ask for the patient by name may be given the patient’s general condition, location or be connected to the room’s phone.
  - Sensitive:** Patient does not want to be listed in the Facility Directory. You may **not** acknowledge that the patient is at the facility.
  - Restricted:** Restricted means health information in PowerChart is restricted to healthcare providers within Munson Healthcare along with providers who have privileges at Munson Healthcare. \*\*\*Patients will **not** be routinely asked upon admission if they want to restrict their visitors, but this option will be available upon request for certain circumstances.
  - Secure:** Only staff that provide care to patients with a Secure Confidentiality Level will be able to view health information in PowerChart. Patients admitted to Behavioral Health units or admitted with a substance use disorder have this level. Teen Health Corner locations also have Secure visits for Behavioral Health and select medical visits.

## Patient Lists

Confidentiality Level is displayed on Patient Lists.

4526	A	PASMUNSON SR, STEVEN EDWARD	Sensitive	
4504	A	PASMUNSON, CAROL ELAINE	Routine	MC004940 ER, PC
4508	A	PASMUNSON, JACK	Routine	MC013937 Clayton DO, Kevin J
4508	B	PASMUNSON, JAMES	Routine	MC006984 Adams DO, Todd R
4510	A	PASMUNSON, MISSY	Sensitive	MC979243 Lishawa MD, Brian A

Sensitive = Opt out only

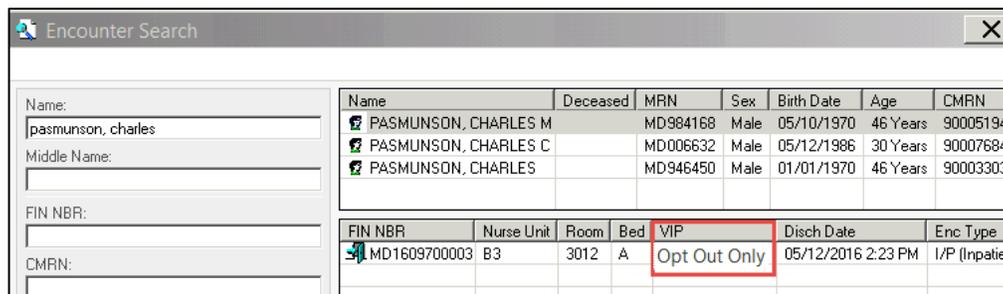
## VIP Codes/Publicity Codes

- VIP Codes indicate if the patient has chosen to be included in the Facility Directory. VIP Codes apply to Sensitive Confidentiality level. Routine and Secure Confidentiality levels **do not** have VIP Codes.
- HIPAA requires that a patient be given the opportunity to opt out of the Facility Directory.
- When a patient chooses to OPT Out, then the publicity field will be required. There are two publicity options:
  - Opt Out Only:** Patient does not want to be listed in the Facility Directory. You may not acknowledge that the patient is at the facility.
  - Restrict & Opt Out** (previously known as Restricted Access): The Restrict & Opt Out option is required by Mental Health and other law enforcement agencies when applicable. Anyone can choose to have restricted services.
    - Services for automatic Restricted Access include: Behavioral Health Unit (D6), Day Treatment Program, and Partial Hospitalization Program.
    - Patients for automatic Restricted Access include prison inmates. County Jail inmates may be restricted at the discretion of the office.

- VIP codes display in the Patient Search window for inpatient encounters, within the patient’s chart, and in the following four organizers for hospital staff: CareCompass, Clinical Leader Organizer, Nursing Assistant Organizer, and Unit Clerk Organizer.

### Patient Search Window

- Click the binoculars on the Tool Bar.
- Enter name, MRN, or account number.
- Click Search.
- Click patient name
- Look for the correct visit in the lower pane.



**Note:** If the VIP field is empty, the patient agreed to be listed in the Facility Directory.

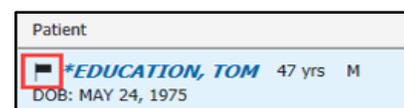
### CareCompass

- An orange flag will display in the Patient column of the organizer.
- Note:** If there is no flag, the patient agreed to be listed in the directory.



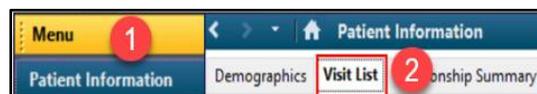
### Nursing Assistant Organizer, Clinical Leader Organizer, and Unit Clerk Organizer

- A black flag will display in the Patient column of the organizer.
- Note:** If there is no flag, the patient agreed to be listed in the directory.



### Patient Chart

- Navigate to the Patient Information on the menu.
- Click on the Visit List tab.
- The VIP or Publicity Code will display under Visit Information.



### Opt Out Scripting Scenarios

It is important that if a visitor presents and asks for a patient who has requested Opt Out as their VIP code, that staff be consistent throughout the facility and relay the **same** message to protect the patient’s right to privacy.

- If a visitor presents and asks for a patient that has requested a VIP restriction:**
  - Staff States:** “I do not show that person on our census, please check with the person, family, or personal representative for more information.”
- If a visitor persists:**
  - Staff States:** “Due to strict HIPAA privacy laws we are not able to provide information, confirm, or deny whether that person is in the hospital. I am sorry, please check back with the person, family, or personal representative.”
- If a visitor continues to persist and is very angry, you may seek assistance by paging the Nursing Supervisor. Notify security if needed.**

MHC recognizes the healthcare professional may need to release information during emergencies or when the patient is incapacitated. Please refer to Privacy Code policy # 064.G119 for more details.

**NOTE:** Staff members should **NOT** discuss the process with patients, visitors, or family on how the privacy code is determined by your facility, i.e., account/encounter # at Munson Healthcare.