



# Be a HIPAA Hero.

## Do You Have a Job-Related Need to Know?

**Is it OK to look up the test results for a member of my family on PowerChart?**

**Yes for on-staff physicians and mid-levels, and no for all other staff.**

### On-staff Physicians/Midlevels:

You may access the electronic medical record of family members who ask you to, or for whom you are consulting. Please note: Minors have additional state confidentiality protection, only access HIV testing, pregnancy testing, and psychological counseling with your minor's explicit permission. To access a family member's chart as an advocate on a regular basis, please first obtain an e-authorization form from Medical Records. Only on-staff physicians/mid-levels have this privilege because physicians declare a treating relationship each time a chart is opened.

**All other staff:** You may not access the electronic medical record of family members unless you have a job-related need to know. However, you may obtain a Release of Information and request a copy of their medical record by contacting Munson's Medical Records.

**I don't have access to PowerChart. Is it OK to ask my coworker who does have access to check my test results for me?**

No. If your coworker does not have a job-related need to know, they aren't allowed to look at your medical chart.

## When in Doubt, Ask.

**I've been asked to provide a patient's health information and I'm not sure if I should?**

Use common sense. If it feels wrong, it probably is wrong. When in doubt on how to handle a situation, ask your manager or a physician. Munson's Privacy Officer is also available for quick consultations.

## It's People. Not Paper.

**Our practice has a clinic in another city that we visit once a month and we travel with patient charts in the car. What do I need to do if there's a car accident or the charts are stolen?**

Carry paper charts in a secure case, labeled "Confidential." Notify Munson's Privacy Officer if patient charts are missing or misplaced due to theft or accident. If the information is stored on a laptop, be sure the laptop is password protected.

**What is the office's responsibility if a laptop/iPad with access to PowerChart or a thumb drive with patient charts is lost or stolen?**

Immediately inform your physicians, then contact Munson's Privacy Officer. Health and Human Services must be immediately notified if more than 500 people are affected by loss/theft.

## Who Gets What?

**If another doctor's office calls requesting a shared patient's correct phone number, is it OK to give it to them?**

Yes, as long as you can verify that they're calling from that doctor's office (i.e. checking caller ID) and it's part of the continuum care.

**Is it OK to include notes/results from a physician outside our practice as part of a patient's medical record when it's requested by another person/practice/agency?**

Yes, as long as it's part of the continuum of care and you only provide the minimum necessary. If you'd prefer, you can also ask that the person/practice/agency who requested the patient's chart work directly with the other physician's office.

## Ask Your Patients.

**As a physician office manager, how can I be proactive in addressing patient privacy concerns?**

If you already survey patients regarding their experience with your office, you can add this question, "Do you feel that your personal health information was kept confidential while in our office?" If you are not already surveying your patients, you may want to start.

A patient complaint can be a gift as complaints allow you to correct an issue. Managers should always follow up with any privacy complaint and talk directly to the patient and staff involved, keep good records, and report substantiated complaints to Munson's Privacy Officer. Managers can instruct staff on how to respond if a patient complains about privacy, by reporting it directly to them. "Walk-about" in an office setting is really helpful to see if confidential information is lying out on counters, fax machines, or has been disposed of in regular trash.