

ME1410 Discussion Video (Week 4)

Music plays as introduction with text that reads "How many HIPAA violations did you see? Here are the answers. Thank you for playing."

Text on screen displays "Scene 1"

Healthcare Professional #1: Hey Lisa, do you. Did you call Daisy about that ultrasound?

Healthcare Professional #2: Yes, I did get her actually, I got to leave her a message.

(People in the waiting room are listening to the conversation.)

Healthcare Professional #1: So she knows about it?

Healthcare Professional #2: Oh yeah.

Healthcare Professional #1: Is she seeing Dr Hussain after that?

Healthcare Professional #2: No, she's seeing him the next day.

Healthcare Professional #1: Oh, Okay.

Text on screen displays "Scene 2" with an image of a patient document in plain view of other people

On screen text box displays 1. Pt name, MRN, DOB on paper visible to others; 2. Future appointments with patient's name; 3. Diagnostic results. (3 violations because left in public area)

Text on screen displays "Scene 3"

Health Care Professional #3: So does your mom still have philanthropic depression?

Patient: Uh huh

Health Care Professional #3: How is your smoking coming along?

Patient: Still 2 packs a day. *(Patient is looking through some papers on the desk)*

Health Care Professional #3: Okay, I see that you also... Wait, have you been depressed lately?

Patient: Yeah.

Text on screen displays 1. Previous PT records left in room after visit.

Health Care Professional #3: That's what it sounds like. You're still living with your mom?

Patient: Yeah, in her basement. *(zoom in on records that don't belong to this patient).*

Health Care Professional #3: That's great. Okay, to provider will be back in here with you shortly. Would you mind just handing me those two sheets of paper?

Patient: Sure.

Health Care Professional #3: Thanks very much.

Patient: Who is Daffy Duck?

Text on screen displays 2. Medical records put in regular trash not recycle/shred bin.

Health Care Professional #3: So that provider will be back in a while.

Patient: Alright.

Text on screen displays 3. We are obligated to notify patients if there was a breach of their medical records.

Text on screen displays "Scene 4"

Text on screen displays 1. Chart facing into hall with patient identifiers.

(office noise in background)

Doctor: Hey David, what's this about?

Health Care Professional #3: That's about Daisy, the bloodwork with the thing we were talking about with Daffy.

Text on screen 2. Loud discussion of patient's medical problems. 3. "That thing we were talking about" gives impression of gossiping about patient, inappropriate release of info.

Doctor: Oh, I didn't realize she had cancer...

Text on screen: 4. Loud conversation with other patient in hallway. No attempt to be discrete.

Text on screen "Scene 5".

Doctor: How long has this been going on for?

Patient: A couple months now

Doctor: Is it getting worse or just not getting better?

Patient: Its getting worse

(knock on the door)

Doctor: Come in.

Medical Professional #3: Are you busy? I've got (inaudible) on the line for you.

Doctor: Excuse me just a moment. I'll be right back.

Text on screen displays 1. Provider left ECW opened and accessible to patient in room. 2. Every patient chart that is accessed is a violation and possibly fined \$50,000 per chart opened. Maximum of \$1.5 Million annually.

Doctor: Sorry about that. That was my secretary's husband was in the hospital, and they wanted me to give him some info on that... So, things were not getting any better?

Text on screen displays 3. Violation of patient in hospital rights. Did not say name but made reference to his secretary's husband. (multiple identifiers disclosed)

Patient: No.

Doctor. No, okay.

Text on Screen displays "Scene 6". Setting is a waiting room.

Doctor: Betty, Betty Boop?

Patient 2: Ya?

Doctor: Looks like we got your ultrasound back and do have a blood clot in that leg. So I think we need to send over the hospital.

Patient: OK.

Text on screen displays 1. Loudly calling full name and discussing test results in a waiting room full of people.

Doctor: Okay, what's your insurance?

Patient: It's health link.

Text on screen displays 2. Insurance question by itself may not be a violation but in context it is. (Also sensitive question, what if she said "Pubic aid or Welfare")

Doctor: Do you have a preference what hospital we send it over to?

Patient: I'd rather go to President's.

Doctor: OK, we'll get that information sent over there. I just need your birthday.

Patient: 11/8/84

Text on screen displays 3. Now everyone knows her name, birthday, insurance, preferred hospital and that she has a blood clot. No attempt to be discrete.

Doctor: OK, just head on over there to check into admitting then we'll get everything all set up for you.

Text on screen displays "Scene 7"

Doctor: Okay. So, did you hear about Betty Boop?

Medical Professional #4: About what?

Doctor: She's got a blood clot in her leg.

Medical Professional #4: Really? Oh my gosh.

Text on screen displays 1. She does "not need to know" this information and its not relative for her to do her job. Any inappropriate sharing of "Individually identifiable health information" is a violation.

Doctor: Yes.

Medical Professional #4: No, she lives right next to me she kept walking all the time, I don't know how she got it. Where did you see her at?

Doctor: At the office. Probably is going to need another ultrasound is to make sure, as well as checking...

Medical Professional #5: Who are you guys talking about?

Doctor: Betty Boop.

Text on screen displays 2, 3, and 4 Breach of PHI in sharing with other team members that don't "need to know".

Medical Professional #5: Really? What about her?

Doctor: She has this clot in her leg.

Medical Professional #5, #6 and #7: Really? How bad is it?

Doctor: It's pretty bad. She's got a lot of swelling in her leg.

Medical Professional #6: Who are we talking about?

Doctor: You know, Betty Boop? The one that lives on Jones Street?

Medical Professional #6: Over near the (inaudible)?

Doctor: Yeah

Medical Professional #6: Really? When did you see her?

Doctor: Earlier today.

Medical Professional #6: Didn't she just have a birthday?

Medical Professional #6: Wow. She just lost her husband.

Text on screen displays Even though all involved are team members, the information shared is not necessary for them to do their work. If they are not involved in the direct care don't share the information with them.

(Inaudible chatter about patient)

Text on screen displays "Scene 8"

Medical Professional #6: (on phone) Hey mom, I just got off work. Yeah, it was a pretty interesting day today. Ya, Daffy and Bugs Bunny....

Text on screen displays 1. Staff telling her mother about Daffy's care. 2. Staff telling her mother about Bugs Bunny's care.

Medical Professional #6: (on phone) Ya mom, I said Bugs Bunny and Daffy came in todayI'm just sitting here (inaudibly discussing care).

Text on screen displays 3. Repeating Daffy's care now with others sitting next to her. 4. Repeating Bugs Bunny's care with others sitting next to her.

Music plays in background. Text on Screen displays We hope this video has highlighted how easy it is to breach HIPAA standards. We all need to ensure we have made "reasonable safeguards" to protect the

individuals PHI (Personal Health Information). Take home point: Only share patient information with those that need to know and only discuss the "minimum necessary". Limit the number of identifiers used that can re-identify that individual. Do not look at records you are not DIRECTLY involved in their care. Keep Voices down to decrease the likelihood of someone overhearing the confidential information. If you unintentionally breach HIPAA PLEASE notify your supervisor who should then notify Privacy Officer Collin Richmond. Not reporting this may be a \$1,500,000 mistake for Christie Clinic.