



New Volunteer Orientation HIPAA Information Security and Privacy

Federal HIPAA Privacy regulations govern how patient information may be used within an organization and what may be disclosed outside of an organization. You play an important part in protecting patient confidentiality and privacy.

Nuvance Health's Privacy Security Official is Wayne A. McNulty, Senior Vice President and Chief Compliance, Audit & Privacy Officer. He may be reached at 203-739-7110 for questions or to report privacy or security violations. In addition, you may contact the Compliance Help Line 203-739-7676 at if you wish to make a report and remain anonymous.

Confidential Information

- ❖ Clinical information is not the only thing that is considered confidential. Demographic information, financial information, billing information and employee benefit information is protected by HIPAA. This information is considered Protected Health Information (PHI).
- ❖ Confidential information is not just medical records, but includes faxes, telephone or face-to-face conversations, e-mail, message pads and computer information.
- ❖ Confidential information may not be disclosed except in accordance with Hospital policy and the applicable State and Federal laws, and accrediting organization standards.
- ❖ *Just the fact that someone is in the Hospital is confidential information.*
- ❖ For example:
 - You may not browse the admission listing out of curiosity to see if someone you know has been admitted.
 - If you happen to discover that someone you know is in the Hospital as part of your job functions, you may not discuss it with anyone, including your family or other volunteers, and you cannot assume that it is okay to go and visit the person.

No Disclosure of Patient Identity or Location

- ❖ You may not disclose that an individual is at Nuvance Health, nor the individual's room location/phone number, in the case of a Hospital patient, to anyone unless you are specifically authorized as part of your job duties to disclose this information and the patient has not objected to the disclosure. For example, Information Desk or Hospital Operator staff.

Minimum Necessary Requirements

- ❖ HIPAA allows you to see only the Protected Health Information you need to do your job. You may only discuss this information with another volunteer or employee if it is directly related to their job and they have a need to know.
- ❖ Unauthorized access to Protected Health Information is a serious violation of HIPAA and Nuvance Health policy. If you access information inappropriately it is a violation, even if you keep the information to yourself.

Right to Receive a Privacy Notice

- ❖ Anyone coming to the Information Desk asking for a Notice of Privacy Practices can be given a copy.
- ❖ If a patient asks you a question about the Notice try to answer the question. Refer any questions you can't answer to Nuvance Health's Privacy Officer,

If you have knowledge of a suspected privacy violation at Nuvance Health, contact:

- ❖ Your supervisor or manager; or
- ❖ Privacy Officer, Wayne McNulty; or
- ❖ The Compliance Help Line.

Sanctions for Violations

- ❖ It is a violation to access information that is not directly needed to perform your job functions.
- ❖ The sanctions for violating HIPAA and/or Nuvance Health's privacy policies are severe. Nuvance Health takes confidentiality violations very seriously. Failure to abide by the HIPAA law and/or Nuvance Health policy could result in the following:
 - Lawsuits against you and/or Nuvance Health.
 - Annual fines of up to \$250,000 and 10 years in prison
 - Licensure sanctions and other licensure problems
 - Termination

HIPAA Do's and Don'ts

- ❖ Do not disclose any information except as directly outlined in your responsibilities.
- ❖ Use shred bins to dispose of confidential information.
- ❖ Log-off your workstation if you will be away from your desk for an extended period.
- ❖ Verify fax numbers when dialing and periodically on programmable machines.

Password Management

- ❖ Pick good passwords; do not pick something that can be easily guessed.
- ❖ Change your password if someone knows it!
- ❖ Do not post or leave accessible.
- ❖ SHARING USER ACCOUNTS OR PASSWORDS IS PROHIBITED.

I understand and agree to all the terms set forth in this Agreement.

Volunteer Signature

Printed Name

Date