



COMPLIANCE E-NEWS

HIPAA PRIVACY CONCERNS

Saint Louis University Privacy Officer, Ron Rawson provides the following important reminders about safeguarding protected health information (PHI), the importance of data breach prevention and the reporting of potential incidents. Questions may be directed to rrowson@slu.edu or 977-5545.

- **Reporting Violations:** Employees are responsible for reporting actual or suspected violations of confidentiality. These include but are not limited to, compromised passwords, unauthorized access, privacy breaches, or other activities not in accordance with University or SLUCare policy.
- **Workstation Security – EHR Sessions-Logging Out/Secure Sessions:** SLU workforce members are expected to use appropriate workstation security practices to ensure that others cannot use their account. Acceptable procedure would be to “log out” or place EHR sessions in “secure” status when away from the workstation.
- **Sharing of Password/accounts:** As a SLU workforce member, you are expected to maintain confidentiality of your user account IDs and passwords. It is NOT acceptable to share access to your account or disclose your password to others.
- **Mailing of patient documents:** Verify that ALL pages of content to be mailed belong to the SAME person and correctly belong to the SAME individual addressed on the envelope.
- **Presenting of EHR printed documents to patients:** Verify that ALL pages of printed documents belong to the patient or intended recipient BEFORE presenting to the individual.
- **Handling of paper documents with PHI:** Appropriate safeguards are to be used at ALL times to limit the risk of incidental disclosure. Documents SHALL NOT left unattended in areas with public access.
- **Misrouted MYCHART messages:** Care must be taken when routing/sending MyChart messages to assure that the appropriate individual IS THE RECIPIENT. Notification of a misrouted MyChart account REQUIRES follow-up action that may include informing the patient and the Privacy Officer (rrowson@slu.edu).
- **Misdirected faxes:** When informed of a misdirected fax notify your immediate supervisor/manager so that the incident can be logged by the Privacy Officer and appropriate follow-up action may be taken.
- **Use of email communication:** Use of email requires discretion and appropriate safeguarding of confidential information. It is NOT appropriate to send messages containing PHI outside of SLU without encryption.
- **Accessing patient records – your own, friend, coworker:** Accessing your own medical record, records of family member, friends, celebrities, or other employees without a genuine job related need is an ABUSE of privilege that violates privacy regulations. As a patient, you may access your record with a MYChart account and are allowed to request copies of your medical record through Health Information Management.

Saint Louis University Policy mandates that issues or breaches related to Protect Health Information (PHI) must be reported to your supervisor, manager, Compliance Department, Ron Rawson, the Privacy Officer, or to the toll-free confidential Compliance Hot-line, (877) 525-KNOW (5669)

