

HIPAA TRAINING

For SafeNetRx Volunteers

WHAT IS HIPAA?

- HIPAA stands for Health Insurance Portability and Accountability Act. HIPAA sets national standards for the protection of client or consumer health information.
- HIPAA covers all forms of protected health information, **i.e. oral, written and electronic**. Anytime volunteers come into contact with patient, participating site, or donor information or any personal information written, spoken or electronically transmitted, they become involved with some facet of HIPAA regulations.

WHY IS THIS TRAINING REQUIRED?

- HIPAA training is required on an annual basis per SafeNetRx policy for employees, volunteers, interns, and contractual providers.
- Federal law requires it
- **Protects our patients, participating sites, and donors.** It is the responsibility of all staff, volunteers, contractual staff, and interns to take the confidentiality of patient, participating site, and donor information seriously.
- Additionally, it protects you as a volunteer!

PROTECTED HEALTH INFORMATION (PHI)

What is it?

Individually identifiable health information (written, verbal, electronic records) relating to information:

- That reveals the physical or mental state of a person's health
- Regarding the payment for the health care services of an individual
- That identifies with reasonable accuracy and speed the identity of a client/patient/donor

Examples of PHI

Relating to our Patients, Donors, or Participating Sites at SafeNetRx:

- **Name**
- **Geographic subdivisions**
 - Street address, city, county, precinct, zip code
- **Dates, except year**
 - Birth date, admission date, discharge date, date of death
- **Telephone numbers**
- **Fax number**
- Email address
- Social security numbers
- **Medical record numbers**
- Health plan beneficiary numbers
- Account numbers
- Certificate/license numbers
- Vehicle identifiers and serial numbers
 - license plate numbers
- **Device identifiers and serial numbers**
- Web universal resource locations (URL)
- Internet protocol (IP) address numbers
- Biometric identifiers, including finger and voice prints
- Full-face photographic images
- **Any other unique identifying number, characteristic, or code**
 - **Prescription (Rx) number**



HIPAA TRAINING

For SafeNetRx Volunteers



TERMINOLOGY

Minimum Necessary

When PHI is used or disclosed, only the information that is needed for immediate use or disclosure should be made available by the health care provider or other covered entity.

"Need to Know"

- Access to PHI **only if it is pertinent to your volunteer position**
- Ask yourself **"Do I need this information to complete my volunteer duties?"**

WHAT DOES THIS MEAN?

- A volunteer hears, sees, and reads PHI of patients, participating sites, and donors. This information could include donor or participating site identification; patient diagnosis; and detailed care issues.
- **ALL information involving donation services with SafeNetRx is confidential**
- **Do NOT share this information with your friends, families, or neighbors**
- Abide by the "Minimum necessary" and "Need to Know guidelines"
- In other words, what you hear and see here, stays here

HOW TO COMPLY

- **Do not take any pictures or post any pictures on social media that are from inside the warehouse as this could intentionally or accidentally disclose patient or donor information.**
- Do not take any patient information home with you.
- **Always dispose of unusable donations in the appropriate waste bin.**
- Do not store donor or participating site addresses or phone numbers on personal computers or cell phones.
- Have your phone and computer password protected.
- Never utilize personal email to communicate with SafeNetRx partners.
- When emailing SafeNetRx staff, never disclose partner information in the subject lines or in the email body.
- Only open SafeNetRx locked doors for staff or volunteers.
- **Never share SafeNetRx's wifi information**

REPORTING CONCERNS OR VIOLATIONS

It is your duty to report any concerns you have about privacy and security

- Tell your supervisor right away
- Your supervisor will discuss concerns with the HIPAA Privacy and Security Coordinator

CONSEQUENCES OF NON-COMPLIANCE

- Under HIPAA regulations, there are fines and penalties for improperly sharing, using, disposing, or otherwise releasing consumer client information in the wrong way.
- A breach of privacy may result in termination.
- **Wrongful or willful disclosure of health information carries fines and can include criminal penalties.**