

**Module Title:** Protected Health Information- Security and Patient Rights

**Target Audience:**

Employees at Wickfield Dental will complete the Protected Health Information: Security and Patient Rights training to ensure their patients' individual health information is properly protected and patient rights are respected and fulfilled.

Members of the dental team include the dental office manager, 1 dental office receptionist, 3 dental hygienists, 1 dental assistant, and Dr. Wickfield, the dentist.

Current employees at Wickfield Dental have degrees related to their expertise within the practice (i.e. dentistry, dental hygiene, and business). Wickfield Dental is a fairly new practice, although all employees do have prior job experience in other dental practices.

**Learning Objectives:**

**Terminal LOs:**

1. Execute the appropriate precautions to protect patient information.
2. Request the patient's signature on the HIPAA Notice of Privacy Practices and Authorization forms upon patient intake.
3. Fulfill a patient's request regarding patient rights related to HIPAA guidelines.

**Enabling LOs:**

1. Identify what is considered personal health information under HIPAA.
2. Complete the appropriate precautions to safeguard personal health information.
3. Determine the forms that need to be completed upon patient intake and which forms require a copy to be distributed to the patient.
4. Explain what the patient's rights are regarding HIPAA.

**Seat Time:** 20 minutes

**Outline:**

- Welcome / Navigation
- Learning Objectives
- Protected Health Information
- PHI Knowledge Check
- Security: Patient Intake Forms & Security Protocols

- Patient Intake Forms Knowledge Check
- Security Protocols Scenario Knowledge Check
- Patient Rights
- Action Steps for Patient Requests
- Patient Request Scenario
- Final Evaluation
- Summary
- Congratulations/Course Completion

#### Font:

- Open Sans (Heading) for all title bars. Font size 32
- Open Sans (Body) for all other text.
  - Directions font size 24
  - Details font size 18 or 20
- Font is white on colored backgrounds and buttons
- Font is darker shade of color palette on light backgrounds and within the speech bubbles

#### Color Palette:

-  #D3E5F1
-  #81BCE3
-  #3D8EC2
-  #51C4DB
-  #4A7EBB
-  #0D0F68
-  #EEEECE1
-  #1F497D
-  #FFFFFF
-  #000000

**Module Resources/References:** None

#### Avatars:

5 avatars to represent dental office employees and a patient:

**Ruth** (HIPAA Privacy Officer) *Business corporate clothing, age range of 40-50's*

**Dr. Wickfield** (Dentist) *Male, medical clothing, age range of 40-50's*

**Lucy** (Dental Hygienist) *Medical clothing, age range of 20-30's*

**Pam** (Dental Office Receptionist) *Casual clothing, age range of 40-50's*

**Male Patient** *Casual clothing, age range of 20-30's*

**Directions:**

If there is specific feedback for slides or layers, please leave specific comments in the notes section for the slide or layer.

**Global Comments:**

- Slide dimensions are 16:9 ratio with slide size (1280:720).
- All slides and layers, with the exception of scenarios, will show a rectangle top border and a thinner rectangle bottom border using a darker blue color from the custom color palette. The rectangle top border will have the title of the slide inserted into the rectangle, size 32, left-aligned, using a white font color.
- Use Modern Player in Storyline.
- Use a custom color scheme for shapes throughout; Font is white on colored backgrounds and buttons; Font is darker shade of color palette on light colored backgrounds (i.e. light blues/white background with some texture or gradation or a plain white background); Font is darker shade of the color palette within the caption bubbles (speech bubbles).
- Slide titles will be set within the top border on slides.
- Text in [brackets] should not appear on the slide [or be recorded in voiceover (VO)].
- If text in a caption bubble (speech bubble) is too long to display at once, fade-out/fade-in text in the caption (speech bubble) and arrange sequentially on timeline; do not use scrolling text in captions.
- Voiceover audio will use the text-to-speech feature within Storyline. Text-to-speech VO audio chosen for the Ruth Avatar will be used for all audio, except when a different avatar is speaking in scenarios.
- Next player button will be hidden at the beginning of each slide's timeline and return to normal when the timeline ends, unless custom navigation is indicated in the storyboard.
- Seekbar visible and controllable for the learner on all slides and layers; Menu is "free" in the Player properties.
- Slide numbers with letters (ex. 1.6a) indicate layers for corresponding slide numbers.

Slide: [1.1] / Menu Title: Welcome			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
No top/bottom border  Background image: Dental office reception area	[Course Title] <b>Protected Health Information: Security &amp; Patient Rights</b>	[Ruth VO]  Welcome to your training about protected health information, specifically the	Restrict the learner from selecting the Navigation and Start buttons until the audio completes.

<p>Course title set in rectangle shape sitting on the right side of slide</p> <p>Custom Start and Navigation buttons below the course title</p> <p>Avatar for Ruth on the left, with her arm outstretched towards the custom buttons</p>	<p>[Buttons]</p> <p>Start</p> <p>Navigation</p>	<p>security of sensitive patient information and patient rights related to the HIPAA Privacy Rule.</p> <p>I'm Ruth, and I'll be acting as your HIPAA privacy officer during this training.</p> <p>If you would like more information about how to navigate this course, click the navigation button. To begin the course, click the start button.</p>	<p>The Navigation button and the Start button will appear with the VO reference.</p> <p>The Start button will jump to slide 1.3.</p> <p>The Navigation button will jump to the next slide (slide 1.2).</p>
<p><b>Notes:</b></p>			

<b>Slide: [1.2] / Menu Title: Navigation</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p>Player shows Menu on the left</p> <p>No top/bottom border</p> <p>Background image: Dental office patient room</p> <p>Slide title set in rectangle shape centered at the top of the slide</p> <p>Modern player navigation bar screenshot at the bottom</p>	<p>[Slide Title] <b>Navigation</b></p> <p>[Captions]</p> <p>Previous</p> <p>Next</p> <p>Refresh</p> <p>Seekbar</p> <p>Play/Pause</p> <p>Menu</p> <p>Volume</p> <p>Close</p>	<p>[Ruth VO]</p> <p>To move backwards and forward in the course, click the previous and next button.</p> <p>If you want to see something again, select the refresh button.</p> <p>Drag the Seek bar if you want to move forward or backward on the current slide.</p>	<p>Arrows and caption buttons fade in and out with the VO references</p> <p>Screenshot of a white rectangle with blue border and a close X icon in the top right corner will fade in when VO says "If you see a close icon on a slide..."</p> <p>Next button jumps to the next slide.</p>

<p>Arrows with caption bubbles labeling the different features</p> <p>Screenshot of a white rectangle with blue border and a close X icon in the top right corner</p>		<p>To pause a slide, click the Play/Pause button.</p> <p>If you want to navigate to a different section of the course, select the menu.</p> <p>To adjust the volume within the course, click the volume button.</p> <p>If you see the close icon on a slide, click the x to close the section. This will bring you back to the previous view.</p> <p>To Begin the course, select the next button.</p>	
<p><b>Notes:</b></p>			

<p><b>Slide: [1.3] / Menu Title: Learning Objectives</b></p>			
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>
<p>Beginning of the slide will begin with the dental reception area background and Ruth avatar cropped, as if she is sitting behind the desk. Ruth is listening or talking on the phone.</p> <p>During the phone</p>	<p>[Ruth Caption 1]</p> <p>Dr. Wickfield. Slow down and tell me what's wrong.</p> <p>[Ruth Caption 2]</p> <p>Can you give me more specifics so we can make a</p>	<p>[Ruth Caption Audio 1]</p> <p>Dr. Wickfield... Slow down and tell me what's wrong.</p> <p>[Dr. Wickfield Audio 1]</p> <p>I just opened a letter from the Department of Health and</p>	<p>Ruth's speech captions will use fade in and fade out animations with the Caption Audio references:</p> <p>Caption 1 will fade in with "Dr. Wickfield..." and fade out when Dr. Wickfield Audio 1 begins</p>

<p>conversation, Ruth will switch to 3 positions</p> <ul style="list-style-type: none"> <li>- Listening on the phone</li> <li>- Talking and gesturing on the phone</li> <li>- Frowning and talking on the phone</li> </ul> <p>Speech Caption for Ruth's VO only</p> <p>Then the slide will fade to a different background:</p> <ul style="list-style-type: none"> <li>- Light blues and white background with some texture or gradation set behind the top and bottom border</li> <li>- Enlarged Ruth avatar positioned on the left, standing with her hand on her hip</li> <li>- Semi-transparent HIPAA Compliant image positioned on the right</li> </ul> <p>Then the Ruth avatar and HIPAA compliant image will fade out and an image of a dental receptionist will fade in. This will be positioned on the right side of the slide.</p> <p>Bullet points to display the text for learning objectives will fade in with VO reference on the left side of the slide.</p>	<p>plan?</p> <p>[Ruth Caption 3]</p> <p>I'll look into this. But it might be best if we have our dental staff review HIPAA and patient rights to reduce future incidents.</p> <p>[Slide Title]</p> <p><b>Learning Objectives</b></p> <p>[Learning Objectives]</p> <p>Execute the appropriate precautions to protect patient information</p> <p>Request the patient's signature on the HIPAA Notice of Privacy Practices and authorization forms upon patient intake</p> <p>Fulfill a patient's request regarding patient rights related to HIPAA guidelines</p>	<p>Human Services Office for Civils Rights. They are going to investigate a violation complaint against the practice! What are we going to do Ruth? My practice is pretty new. I can't afford to have a reputation where information is not secure.</p> <p>[Ruth Caption Audio 2]</p> <p>Does the letter give specifics you can share with more details?</p> <p>[Dr. Wickfield Audio 2]</p> <p>The letter claims information was released to a patient's health insurance company when the patient did not provide consent.</p> <p>[Ruth Caption Audio 3]</p> <p>I can look into this further. In the meantime, I think it would be best if we have our dental staff review HIPAA and patient rights to reduce future incidents.</p> <p>[Ruth VO]</p> <p>During this course, you will learn about Protected Health Information, also referenced as PHI, that will equip you with</p>	<p>Caption 2 will fade in with "Does the letter" and fade out with Dr. Wickfield Audio 2 begins</p> <p>Caption 3 will fade in with "I can look into this" and will fade out when the audio completes with "...future incidents."</p> <p>Do not scroll the captions. Use additional speech captions for the length of Ruth's conversation.</p> <p>Dental Reception Area background image will fade out as the new background, top border with slide title, bottom border, enlarged Ruth avatar, and HIPAA compliant image all fade in. This new background will fade in when the Ruth VO audio begins "During this course..."</p> <p>Ruth Avatar and HIPAA compliant image will fade out and image of dental receptionist will fade in when VO reference completes the sentence "By the end of the course, you will be able to carry out the following actions"</p> <p>The learning objective bullets will fly in from the left with the</p>
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		<p>the necessary knowledge to protect sensitive patient health information and understand patient rights as it relates to HIPAA.</p> <p>By the end of the course, you will be able to carry out the following actions:</p> <p>Execute the appropriate precautions to protect patient information.</p> <p>Request the patient's signature on the HIPAA Notice of Privacy Practices and Authorization forms upon patient intake</p> <p>and fulfill a patient's request regarding patient rights related to HIPAA guidelines.</p> <p>Click the Next button to learn what the HIPAA Privacy Rule is and why it is relevant to our dental entity.</p>	<p>VO references.</p> <p>Next button jumps to the next slide.</p>
<p><b>Notes:</b></p>			

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Dental office reception area set behind the top and bottom border</p> <p>Avatar for Ruth is enlarged on the right of the slide. She has an arm stretched out to the left.</p> <p>Speech caption</p> <p>Use rectangles to display the text indicating the purpose of the HIPAA Privacy Rule</p>	<p>[Slide Title] <b>HIPAA Privacy Rule</b></p> <p>[Ruth Caption] HIPAA is a federal law that created national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge.</p> <p>[Purpose of HIPAA Privacy Rule] Gives patients more control Sets boundaries for the use &amp; release of health records Establishes protective measures that covered entities must perform to protect PHI It holds violators accountable</p>	<p>[Ruth Caption Audio] HIPAA is a federal law that created national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge.</p> <p>[Ruth VO] HIPAA was established to give patients more control over their health information.</p> <p>It also helps to set boundaries on the use and release of health records.</p> <p>It establishes appropriate protective measures that covered entities must perform to protect the privacy of health information, including information stored and shared electronically.</p> <p>Lastly, the HIPAA law holds violators accountable. In the next slide, we will discuss what information is considered protected health information.</p>	<p>Ruth's caption will fade out when rectangles describing the purpose of the HIPAA Privacy Rule fade in.</p> <p>The 3 rectangles for the HIPAA Privacy Rule will fade in one at a time when the VO references each point.</p> <p>Next button jumps to the next slide.</p>
<p><b>Notes:</b></p>			

			personal health information under HIPAA.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background will begin as the Light blues and white background with some texture or gradation set behind the top and bottom border</p> <ul style="list-style-type: none"> <li>- HIPAA Confidential image set at the bottom right corner</li> <li>- Ruth avatar on the left-side of the slide</li> <li>- Speech caption</li> </ul> <p>Next, Ruth avatar and image depicting patient information will fade in</p> <ul style="list-style-type: none"> <li>- Ruth avatar will be enlarged, and positioned on the left</li> <li>- Patient information image will be positioned on the right, set in between the top and bottom border</li> </ul> <p>Finally, 4 Rectangles with text related to the 4 categories of PHI will fade in</p> <ul style="list-style-type: none"> <li>- 4 rectangles will use the same palette color</li> <li>- 4 rectangles will be centered in the middle</li> <li>- A dark rectangle will be behind each PHI</li> </ul>	<p>[Slide Title] <b>Protected Health Information (PHI)</b></p> <p>[Ruth Caption] Because the HIPAA Privacy Rule creates standards for protecting a patient’s PHI, it is important that we have a firm understanding about what is considered PHI.</p> <p>[PHI Rectangles] Medical or Dental Records Provisions of Health Payment Information Common Identifiers</p>	<p>[Ruth Caption Audio] Because the HIPAA Privacy Rule creates standards for protecting a patient’s PHI, it is important that we have a firm understanding about what is considered PHI.</p> <p>[Ruth VO] Protected Health Information, or PHI, is any patient information or data that relates to past, present, or future physical health, mental health, or other medical condition.</p> <p>We will focus on 4 categories of protected health information.</p> <p>The first type includes any information recorded in a patient’s medical or dental records.</p> <p>PHI also includes any provisions of health, which is any health-related information or health advice given to a patient in a professional capacity.</p> <p>Payment and insurance</p>	<p>HIPAA Confidential image, Ruth Avatar, and Ruth Caption will fade out when the Ruth Caption Audio completes.</p> <p>Enlarged Ruth avatar and patient information image will fade in when the Ruth VO says “Protected Health information or PHI, is any patient information...”</p> <p>Enlarged Ruth avatar and patient information image will fade out and 4 PHI rectangles will fade in when Ruth VO says “We will focus on 4 categories of protected health information.”</p> <p>The dark rectangles behind the PHI rectangles will have a wheel animation timed with the VO referencing each subtopic.</p> <ul style="list-style-type: none"> <li>- Medical and Dental Records: “The first type includes...”</li> <li>- Provisions of Health: “PHI also includes any...”</li> <li>- Payment Information: “Payment and insurance...”</li> <li>- Common Identifiers:</li> </ul>

<p>rectangle, to be used as a wheel animation</p> <ul style="list-style-type: none"> <li>- There will be a white icon on each rectangle to represent the 4 categories of PHI (records, provisions of health, payment information, and common identifiers).</li> </ul>		<p>information is also considered protected health information. This includes all past, present, or future payment of any type of healthcare provided to the patient.</p> <p>Lastly, common identifiers such as names, addresses, contact information, and social security numbers are also protected information.</p> <p>In the next slide, you will view specific examples of PHI as it relates to dental entities.</p>	<p>“Lastly, common identifiers...”</p> <p>Animation will last the duration of the VO reference for each type of PHI.</p> <p>Next button jumps to the next slide.</p>
<p><b>Notes:</b></p>			

<p><b>Slide: [1.6] / Menu Title: PHI Examples</b></p>			<p><b>LO:</b> Identify what is considered personal health information under HIPAA.</p>
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>
<p>Light blues and white background with some texture or gradation set behind the top and bottom border</p> <p>Ruth avatar on the right- side of the slide with her left arm outstretched</p> <p>Speech Caption</p>	<p>[Slide Title] <b>PHI Examples</b></p> <p>[Ruth Caption] We now have learned what is considered PHI, but you may be wondering what specific types of PHI you may encounter in our dental office.</p> <p>[Directions]</p>	<p>[Ruth VO]</p> <p>We now have learned what is considered PHI, but you may be wondering what specific types of PHI you may encounter in our dental office.</p> <p>Click on each picture to learn about specific examples of protected health information</p>	<p>Restrict the learner from selecting any image until the base layer audio completes.</p> <p>Ruth Caption will disappear and a motion path for Ruth to slide to the left begins when VO dictates “Click on each picture.”</p> <p>PHI images will have a hover</p>

<p>Large rectangle taking up the majority of the left-side of the slide. 4 PHI images will be placed in the rectangle.</p> <p>PHI Images:</p> <ul style="list-style-type: none"><li>- Dental receptionist speaking to a dental patient</li><li>- Dental hygienist looking at dental x-rays with patient in room</li><li>- Computer showing dental x-rays</li><li>- Health insurance card</li></ul>	<p>Click on each picture to learn about specific examples of PHI.</p>	<p>you will need to make sure is kept secure.</p>	<p>state with a glow effect and a visited state that adjusts the transparency of the picture for a dimming effect.</p> <p>The learner may click on PHI images in any order.</p> <p>Clicking on the image of the dental receptionist speaking to a dental patient will show the Common Identifiers Layer</p> <p>Clicking on the image of the dental hygienist looking at dental x-rays with patient in room will show the Provisions of Health Layer</p> <p>Clicking on the image of the computer showing dental x-rays will show the Dental Records Layer</p> <p>Clicking on the image of the Health insurance card will show the Payment Information Layer</p> <p>Next button is disabled until the audio has ended on all layers for the PHI images.</p> <p>Next button jumps to the next slide.</p>
<p><b>Notes:</b></p>			

Slide: [1.6a Common Identifiers]			LO: Identify what is considered personal health information under HIPAA.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Ruth avatar changes to a listening position</p> <p>White rectangle set partially over the background rectangle containing the PHI images</p> <p>X close icon in the upper right hand corner of the white rectangle</p>	<p>[Slide Title &amp; Directions still viewable from base layer]</p> <p><u>Common Identifiers</u></p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Date of birth</li> <li>• Address</li> <li>• Social security number</li> <li>• Emergency contact</li> <li>• Place of employment</li> </ul>	<p>[Ruth VO]</p> <p>Upon patient intake, dental practices ask patients to complete a patient information form. This creates a personal database that may include common Identifiers like the patient's name, date of birth, address, social security number, emergency contact information, and place of employment.</p>	<p>X close icon is used to close the layer once audio has completed.</p>
<b>Notes:</b>			

Slide: [1.6b Payment Information]			LO: Identify what is considered personal health information under HIPAA.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p><b>[Same Visual Design as 1.6a]</b></p> <p>This layer has the same layout as the previous layer</p>	<p>[Slide Title &amp; Directions still viewable from base layer]</p> <p><u>Payment Information</u></p> <ul style="list-style-type: none"> <li>• Dental Insurance</li> <li>• Credit Card Information</li> </ul>	<p>[Ruth VO]</p> <p>Dental practices will collect the patient's dental insurance, credit card or bank account information, and sometimes</p>	<p>X close icon is used to close the layer once audio has completed.</p>

	<ul style="list-style-type: none"> <li>• Bank Account Information</li> <li>• Medical Insurance</li> </ul>	<p>medical insurance for payment of any office visit and dental care. Even if the patient chooses to pay out of pocket, some type of payment information is collected.</p>	
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**Notes:**

<b>Slide: [1.6c Provisions of Health]</b>			<b>LO:</b> Identify what is considered personal health information under HIPAA.
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design as 1.6a]</b></p> <p>This layer has the same layout as the previous layer</p>	<p>[Slide Title &amp; Directions still viewable from base layer]</p> <p><u>Provisions of Health</u></p> <ul style="list-style-type: none"> <li>• Dental information from a routine check-up</li> <li>• Recommendations for follow-up care or procedures</li> <li>• Recommendations for specific patient complaints or requests</li> </ul>	<p>[Ruth VO]</p> <p>Examples of provisions of health from the dental practice may include information from a routine check-up, like signs of dental erosion. Recommendations for follow-up care or procedures, like scheduling an additional appointment to treat a cavity found during a check-up or recommendations for specific patient complaints or requests, like using a mouth guard if a patient complains about grinding their teeth at night.</p>	<p>X close icon is used to close the layer once audio has completed.</p>

**Notes:**

Slide: [1.6d Dental Records]			LO: Identify what is considered personal health information under HIPAA.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p><b>[Same Visual Design as 1.6a]</b></p> <p>This layer has the same layout as the previous layer</p>	<p>[Slide Title &amp; Directions still viewable from base layer]</p> <p><u>Dental Records</u></p> <ul style="list-style-type: none"> <li>• Clinical examination notes</li> <li>• Progress and treatment notes</li> <li>• Any previous and current dental history</li> <li>• Family medical history</li> </ul>	<p>[Ruth VO]</p> <p>Dental Records contain any information related to a specific patient. Some examples may include: Clinical examination notes, like x-rays taken during a visit. Progress and treatment notes from the dental hygienist or dentist. Any previous and current dental history and family medical history.</p>	<p>X close icon is used to close the layer once audio has completed.</p> <p>Once all 4 layers have been visited, the Next button will return to normal after the audio completes and jump to the next slide.</p>
<b>Notes:</b>			

Slide: [1.7] / Menu Title: PHI Knowledge Check			LO: Identify what is considered personal health information under HIPAA.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Dental office reception area set behind the top border only</p> <p>Question Mark Icon / Checkmark Icon, colored white, placed in the top right corner of top border</p>	<p>[Slide Title] <b>Knowledge Check</b></p> <p>[Directions] Determine if the information stated on each file folder is PHI or not. Then, click and drag</p>	<p>[Ruth VO]</p> <p>Now it's time to check your knowledge. Read the types of patient information stated on each file folder. Determine if the information would be</p>	<p>This slide is a freeform drag-and-drop KC interaction.</p> <p>There will be 6 examples of PHI or Not PHI (4 of PHI and 2 of Not PHI) as drag items that</p>

<p>Ruth Avatar enlarged, on the left side of the slide. Arm out to the right towards the drop zones and drop items.</p> <p>2 rectangles, using palette colors, used for the Drop Zones</p> <p>6 Drop items each placed on a white file folder, outlined in a blue from the color palette.</p> <p>Directions on the slide next to the drop items</p>	<p>each file folder to the corresponding box.</p> <p>[Drop Zone Labels]</p> <p>PHI Not PHI</p> <p>[Answer Choices]</p> <p>Information related to dental procedure recommendations [PHI]</p> <p>A patient's full name, address, and social security number [PHI]</p> <p>X-ray images taken during a dental exam [PHI]</p> <p>Health insurance information obtained from a a health insurance card [PHI]</p> <p>Dental data that is stripped of specific personal identifiers [Not PHI]</p> <p>Statistical summary that does not reveal the identity of the patient [Not PHI]</p>	<p>considered Protected Health Information or not. Click and drag each file folder to the box that corresponds with your answer. When you are ready, click submit to check your answers.</p>	<p>the learner will need to sort between the two drop targets. They will be set in rectangles of one of the palette colors.</p> <p>The drag items should be arranged in a scrambled order so they are not already sorted by PHI examples or not. They should be revealed one at a time.</p> <p>Allow 2 attempts in the form settings.</p> <p>Arrange the dropped items in a "Free" format so that they are all visible to the learner once they are dropped.</p> <p>Each drag item should have a correct and incorrect state. The correct state will look the same as the normal state. The incorrect state should be a red outline and red text. Delay the items states until the interaction is submitted.</p> <p>When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt.</p>
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			<p>The dropped items do not reset for the second attempt. The learner will drag the items from where they were dropped.</p> <p>After the second attempt, the learner will see either the correct or incorrect layer. Next button is hidden.</p>
<b>Notes:</b>			

<b>Slide: [1.7a Correct]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p>White background</p> <p>Top rectangle border with Knowledge Check title and KC icons are visible from base layer</p> <p>Blue rectangle centered on the slide</p> <p>White Continue button at the bottom of the rectangle</p> <p>Ruth Avatar is on the left, enlarged, and pointing to her forehead with a smile.</p>	<p>[Rectangle Box]</p> <p>Correct!</p> <p>PHI encompasses any personal health information that can be used to identify an individual.</p> <p>[Buttons] Continue</p>	<p>[Ruth VO]</p> <p>That is Correct!</p> <p>PHI encompasses any personal health information that can be used to identify an individual. Click the continue button to move to the next slide.</p>	<p>Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects by using a white rectangle to cover objects on the slide. The avatars and rectangle will sit on top, so the correct and incorrect layers appear customized.</p> <p>The Continue button jumps to Slide 1.8</p>
<b>Notes:</b>			



<b>Slide: [1.7b Incorrect]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design as 1.7a]</b></p> <p>This layer has the same layout as the previous layer, except the Ruth Avatar is frowning, looking down, hand on her forehead.</p>	<p>[Rectangle Box]</p> <p>That is still not correct.</p> <p>PHI includes information in a patient's medical or dental record, provisions of health, payment information, &amp; common identifiers.</p> <p>[Buttons]</p> <p>Continue</p>	<p>[Ruth VO]</p> <p>That is still not correct.</p> <p>Remember, PHI includes information in a patient's medical or dental record, provisions of health, payment information, &amp; common identifiers. Click the continue button to move to the next slide.</p>	<p>Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects by using a white rectangle to cover objects on the slide. The avatars and rectangle will sit on top, so the correct and incorrect layers appear customized.</p> <p>The Continue button jumps to Slide 1.8</p>
<b>Notes:</b>			

<b>Slide: [1.7c Try Again]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design as 1.7a]</b></p> <p>This layer has the same layout as the previous layer, except the Ruth Avatar is thinking, looking up, hand on her chin.</p>	<p>[Rectangle Box]</p> <p>That is not quite right.</p> <p>PHI encompasses any patient information that may be sensitive or can be used to</p>	<p>[Ruth VO]</p> <p>That is not quite right.</p> <p>PHI encompasses any patient information that may be sensitive or can be used to</p>	<p>Hide the remaining objects by using a white rectangle to cover objects on the slide. The avatars and rectangle will sit on top, so the correct and incorrect layers appear</p>

	identify an individual.	identify an individual.  Click the try again button to try one more time.	customized.  The Try Again button uses the same trigger that was originally on the built-in button on this layer.
<b>Notes:</b>			

<b>Slide: [1.8] / Menu Title: Security</b>			<b>LO:</b> Complete the appropriate precautions to safeguard personal health information.
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p>Light blues and white background with some texture or gradation set behind the top and bottom border</p> <p>2 rectangle buttons, using palette colors, are centered on the slide</p> <p>Ruth avatar is on the right, looking and arm outstretched toward the buttons</p> <p>Transparent shape over the buttons until direction audio completes</p>	<p>[Slide Title] <b>PHI Security</b></p> <p>[Directions]</p> <p>Click on each button to learn the necessary precautions that need to be completed in order to ensure a patient's PHI is treated securely. Click Next when both buttons are completed.</p> <p>[Buttons]</p> <p>Patient Intake Forms Protocols During Patient Care</p>	<p>[Ruth VO]</p> <p>Click on each button to learn the necessary precautions that need to be completed in order to ensure a patient's PHI is treated securely. When both buttons have been visited, you will be able to click next to advance in the course.</p>	<p>This is the home slide for branching slides 1.9-1.14</p> <p>Buttons have a normal, hover, down, and visited state.</p> <p>The Patient Intake Forms button will jump to slide 1.9.</p> <p>The Protocols During Patient Care button will jump to slide 1.10.</p> <p>Next button will be hidden at the start of the timeline, until both buttons have been visited.</p> <p>When all the branching slides and corresponding KC slides have been visited, the Next</p>

			button will return to normal and jump to Slide 1.14.
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**Notes:**

<b>Slide: [1.9] / Menu Title: Patient Intake Forms</b>	<p><b>LO:</b> Determine the forms that need to be completed upon patient intake and which forms require a copy to be distributed to the patient.</p> <p><b>LO:</b> Request the patient's signature on the HIPAA Notice of Privacy Practices and Authorization forms upon patient intake.</p>
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Light blues and white background with some texture or gradation set behind the top and bottom border</p> <p>Ruth Avatar on the left talking</p> <p>Speech Caption</p> <p>3 rectangles, using the same color from the color palette, for the 3 types of patient intake forms, are positioned at the bottom of the slide.</p> <p>Include an image on each rectangle for each of the patient intake forms.</p>	<p>[Slide Title] <b>Patient Intake Forms</b></p> <p>[Ruth Caption] One precaution that needs to be completed is to request the patient's signature on two HIPAA documents upon patient intake.</p> <p>Click each image to learn about each Patient Intake form.</p> <p>[Rectangle 1] HIPAA Authorization Form [Rectangle 2]</p>	<p>[Ruth Speech Audio]</p> <p>One precaution that needs to be completed is to request the patient's signature on two HIPAA documents upon patient intake.</p> <p>Click each image, from left to right, to learn about each Patient Intake form.</p>	<p>Rectangles for the 3 patient intake forms have a disabled, normal, hover, and visited state. The initial state will be set to disabled to force the learner to click the buttons from left to right.</p> <p>HIPAA Authorization Forms rectangle will show HIPAA Authorization Forms Layer when clicked</p> <p>Notice of Privacy Practices rectangle will show Notice of Privacy Practices Layer when clicked</p> <p>HIPAA Compliance Rules</p>

	Notice of Privacy Practices Form (NPP)  [Rectangle 3]  HIPAA Compliance Rules		rectangles will show HIPAA Compliance Rules Layer when clicked  Previous Button jumps to slide 1.8
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**Notes:**

<b>Slide: [1.9a HIPAA Authorization Form]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p>Background, borders, and Ruth avatar visible from the base layer</p> <p>White rectangle, outlined with a palette color, is positioned to the right of the Ruth Avatar. It takes up the majority of the slide.</p> <p>Close X icon in the top right corner of the white rectangle</p> <p>HIPAA Authorization Form button is placed in the lower right hand corner of the white rectangle</p>	<p>[Text on White Rectangle] <u>Purpose</u> This form gives consent for the use and disclosure of PHI</p> <p>[Bullet Points]</p> <ul style="list-style-type: none"> <li>• Requires a signature</li> <li>• Treatment</li> <li>• Payment</li> <li>• Healthcare Operations</li> </ul>	<p>[Ruth VO]</p> <p>The HIPAA Authorization form gives consent for the use and disclosure of PHI.</p> <p>A patient signature is required to acknowledge consent.</p> <p>The patient is consenting that the dental entity may use and disclose their PHI for treatment purposes, payment purposes, and for healthcare operations.</p>	<p>Restrict the learner from clicking the close icon until the audio completes.</p> <p>The text describing the purpose is visible immediately when the layer is shown.</p> <p>The bullets points will fade in when the VO says:</p> <p>[Bullet 1] "A patient is required to acknowledge consent."</p> <p>[Bullet 2] "... treatment purposes..."</p> <p>[Bullet 3] "...payment purposes..."</p>

			<p>[Bullet 4] “and for healthcare operations.”</p> <p>When the learner clicks on the close icon hotspot, the layer will hide and return to the base layer.</p>
<b>Notes:</b>			

<b>Slide: [1.9b Notice of Privacy Practices Form]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p>Background, borders, and Ruth avatar visible from the base layer</p> <p>White rectangle, outlined with a palette color, is positioned to the right of the Ruth Avatar. It takes up the majority of the slide.</p> <p>Close X icon in the top right corner of the white rectangle</p> <p>Notice of Privacy Practices Form button is placed in the lower right hand corner of the white rectangle</p>	<p>[Text on White Rectangle]</p> <p><u>Purpose</u> The patient acknowledges the HIPAA privacy notices have been received</p> <p>[Bullet Points]</p> <ul style="list-style-type: none"> <li>• Outlines how PHI may be used and shared</li> <li>• Requires a signature</li> <li>• Document good faith efforts if a signature is not obtained</li> </ul>	<p>[Ruth VO]</p> <p>The second form is the Notice of Privacy Practices form. This form acknowledges that the patient has received the HIPAA privacy notices, which outlines how the dental entity may use and share the patient's protected health information.</p> <p>Even if the patient chooses not to read the Notice of Privacy Practices, a signature is required to indicate that the forms were given or offered to the patient.</p> <p>If a patient refuses to sign the Notice of Privacy Practices form, then it is imperative to</p>	<p>Restrict the learner from clicking the close icon until the audio completes.</p> <p>The text describing the purpose is visible immediately when the layer is shown.</p> <p>The bullets points will fade in when the VO says:</p> <p>[Bullet 1] “...which outlines how the dental...”</p> <p>[Bullet 2] “...a signature is required...”</p> <p>[Bullet 3] “... it is imperative to document your good faith...”</p> <p>When the learner clicks on the close icon hotspot, the layer</p>

		document your good faith efforts to obtain the patient's acknowledgement and the reasons why the acknowledgement was not obtained.	will hide and return to the base layer.
<b>Notes:</b>			

<b>Slide: [1.9c HIPAA Compliance Rules]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p>Background, borders, and Ruth avatar visible from the base layer</p> <p>White rectangle, outlined with a palette color, is positioned to the right of the Ruth Avatar. It takes up the majority of the slide.</p> <p>Close X icon in the top right corner of the white rectangle</p> <p>HIPAA Compliance Rules button is placed in the lower right hand corner of the white rectangle</p>	<p>[Text on White Rectangle]</p> <p><u>Purpose</u> Informs the patient about his or her patient rights related to PHI</p> <p>[Bullet Points]</p> <ul style="list-style-type: none"> <li>• Signature is NOT required</li> <li>• A copy is sent home with the patient</li> </ul>	<p>[Ruth VO]</p> <p>Lastly, the HIPAA compliance rules informs the patient about his or her rights related to his or her protected health information.</p> <p>This paperwork does not require a signature. But a copy of the practice's HIPAA compliance rules must be sent home with the patient.</p>	<p>Restrict the learner from clicking the close icon until the audio completes.</p> <p>The text describing the purpose is visible immediately when the layer is shown.</p> <p>The bullets points will fade in when the VO says:</p> <p>[Bullet 1] "This paperwork does not require..."</p> <p>[Bullet 2] "But a copy of the practice's..."</p> <p>Show layer 4 "Audio and Next button" when the learner clicks on the close icon hotspot IF all the rectangles on the base layer have been visited</p>

			When the learner clicks on the close icon hotspot, the layer will hide and return to the base layer.
<b>Notes:</b>			

<b>Slide: [1.9d Audio and Next Button]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
Everything from the base layer is visible on this layer  Customized Next button, using a palette color	[Button]  Next	[Ruth VO]  Click the Next button for a quick knowledge check.	Customized Next button jumps to slide 1.12 for a Patient Intake Forms Knowledge Check.  Customized Next Button fades in with directions VO and uses a glow effect.
<b>Notes:</b>			

<b>Slide: [1.10] / Menu Title: Protocols During Patient Care</b>			<b>LO:</b> Execute the appropriate precautions to protect patient information
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
Light blues and white background with some texture or gradation set behind the top and bottom	[Slide Title] <b>Protocols During Patient Care</b>	[Ruth VO]  There are some precautionary protocols regarding sensitive	Each protocol square will have a normal and visited state.  There will be a transparent

<p>border</p> <p>Ruth Avatar on the right talking</p> <p>Speech Caption</p> <p>3 squares, using the same color from the color palette, are used for the 3 types of patient protocols. They will be arranged vertically on the left of the slide</p> <ul style="list-style-type: none"> <li>- Conversations</li> <li>- Storing Documents</li> <li>- Minimum Necessary Standard</li> </ul> <p>Include an icon on each rectangle for each of the types of patient protocols.</p> <p>HIPAA icon, using palette colors, is centered on the slide below the speech caption.</p>	<p>[Ruth Caption]</p> <p>There are some precautionary protocols regarding sensitive patient information that can be taken when delivering patient care.</p> <p>Drag the HIPAA symbol to each button to learn more about each security protocol.</p>	<p>patient information that can be taken when delivering patient care.</p> <p>Drag the HIPAA symbol to each button, starting at the top and finishing at the bottom, to learn more about each security protocol.</p>	<p>shape over the 3 squares to avoid extra clicks to change the state of the squares to the visited state.</p> <p>There will be a hotspot over each square.</p> <p>Show Layer Conversations when the user drops the HIPAA icon over the Conversations hotspot. Also, change the state of the Conversations button to visited when the HIPAA icon drops over the Conversations hotspot.</p> <p>Set these triggers for the Storing Documents square and Minimum Necessary Standard square.</p> <p>The HIPAA icon will fade in when VO says “Drag the HIPAA symbol”</p> <p>Next Button is hidden when the timeline starts</p> <p>Previous Button jumps to slide 1.8</p>
<p><b>Notes:</b></p>			

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background, borders, and Ruth avatar visible from the base layer</p> <p>White rectangle, outlined with a palette color, is positioned in between the squares and Ruth Avatar. It takes up the fills in the majority of the slide.</p> <p>Close X icon in the top right corner of the white rectangle</p> <p>An image that correlates to patient conversations is placed in the lower right hand corner of the white rectangle</p>	<p>[Text on White Rectangle]</p> <p><u>Conversations</u></p> <p>[Bullet Points]</p> <ul style="list-style-type: none"> <li>● Secure locations</li> <li>● Obtain consent before speaking in front of others</li> <li>● Do not discuss PHI if consent is not given</li> </ul>	<p>[Ruth VO]</p> <p>One precautionary protocol is to be mindful of where you are engaging in conversations with your patient.</p> <p>Conversations regarding any kind of protected health information should take place in secure locations, like a patient room or office.</p> <p>If a friend or family member is present, you must ask the patient for consent first if any sensitive patient information can be shared in front of the family member or friend. If the patient does not give consent, then the family member or friend would need to leave before any PHI is discussed.</p>	<p>Restrict the learner from clicking the close icon until the audio completes.</p> <p>The title <u>Conversations</u> and image are visible right away when the layer is shown.</p> <p>The bullet points will fade in when the VO references each point:</p> <p>Bullet 1: “Conversations regarding any kind of...”</p> <p>Bullet 2: “If a friend or family member is...”</p> <p>Bullet 3: “If the patient does not give consent...”</p> <p>When the learner clicks on the close icon hotspot, the layer will hide and return to the base layer.</p> <p>Show Layer 4 when the learner clicks the close Hotspot IF the state of Rectangles 1, 2, and 3 is visited</p>
<p><b>Notes:</b></p>			

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background, borders, and Ruth avatar visible from the base layer</p> <p>White rectangle, outlined with a palette color, is positioned in between the squares and Ruth Avatar. It takes up the fills in the majority of the slide.</p> <p>Close X icon in the top right corner of the white rectangle</p> <p>An image that shows dental images to represent dental documentation is placed in the lower right hand corner of the white rectangle</p>	<p>[Text on White Rectangle]</p> <p><u>Storing Documents</u></p> <p>[Bullet Points]</p> <ul style="list-style-type: none"> <li>● Secure locations</li> <li>● Documents are not left out in the open</li> <li>● Electronic information and databases are securely logged out</li> </ul>	<p>[Ruth VO]</p> <p>Ensuring all documents such as patient records, files, and follow up provisions are stored in secure locations is an important security protocol to complete.</p> <p>Documents should not be left out in the open where they can be seen by others.</p> <p>This is also true for information stored electronically. If information is updated in an electronic database, it is important that the computer is securely logged out or shut down any time an employee leaves the room.</p>	<p>Restrict the learner from clicking the close icon until the audio completes.</p> <p>The title <u>Storing Documents</u> and image are visible right away when the layer is shown.</p> <p>The bullet points will fade in when the VO references each point:</p> <p>Bullet 1: "...are stored in secure locations."</p> <p>Bullet 2: "Documents should not be left out..."</p> <p>Bullet 3: "If information is updated in an..."</p> <p>When the learner clicks on the close icon hotspot, the layer will hide and return to the base layer.</p> <p>Show Layer 4 when the learner clicks the close Hotspot IF the state of Rectangles 1, 2, and 3 is visited</p>
<p><b>Notes:</b></p>			

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background, borders, and Ruth avatar visible from the base layer</p> <p>White rectangle, outlined with a palette color, is positioned in between the squares and Ruth Avatar. It takes up the fills in the majority of the slide.</p> <p>Close X icon in the top right corner of the white rectangle</p> <p>An image that shows medical personnel at computers to represent using minimum necessary standard is placed in the lower right hand corner of the white rectangle</p>	<p>[Text on White Rectangle]</p> <p><u>Minimum Necessary Standard</u></p> <p>[Bullet Points]</p> <ul style="list-style-type: none"> <li>● Assess what PHI is necessary to share</li> <li>● Only share what is necessary for the intended purpose</li> <li>● Do not share more than what is needed</li> </ul>	<p>[Ruth VO]</p> <p>It is also important to use the minimum necessary standard when discussing patient information.</p> <p>This means the dental practice makes an assessment of what protected health information is reasonably necessary for a particular purpose, given the characteristics of their business.</p> <p>For example, if you are discussing patient information with a colleague, another staff member, or even the patient themselves, ensure that you share only what is necessary for the intended purpose</p> <p>Avoid any unnecessary details or sharing more than what is required.</p>	<p>Restrict the learner from clicking the close icon until the audio completes.</p> <p>The title <u>Minimum Necessary Standard</u> and image are visible right away when the layer is shown.</p> <p>The bullet points will fade in when the VO references each point:</p> <p>Bullet 1: "This means the dental practices makes an...."</p> <p>Bullet 2: "For example, if you are..."</p> <p>Bullet 3: "Avoid any unnecessary details or sharing..."</p> <p>When the learner clicks on the close icon hotspot, the layer will hide and return to the base layer.</p> <p>Show Layer 4 when the learner clicks the close Hotspot IF the state of Rectangles 1, 2, and 3 is visited</p>
<p><b>Notes:</b></p>			

Slide: [1.10d Audio and Next Button]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Everything from the base layer is visible on this layer</p> <p>Speech Caption</p> <p>Customized Next button, using a palette color</p>	<p>[Speech Caption] Click the Next button.</p> <p>[Button] Next</p>	<p>[Ruth VO]</p> <p>Click the Next button for a quick knowledge check.</p>	<p>Customized Next button jumps to slide 1.11 for a scenario.</p> <p>Button fades in with Ruth VO and uses a glow effect.</p>
<b>Notes:</b>			

Slide: [1.11] / Menu Title: Security Protocols Scenario			LO: Execute the appropriate precautions to protect patient information
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Dental office reception area image for the background. No top or bottom border.</p> <p>Speech Caption</p> <p>Ruth avatar on the right. She is talking with her left arm reaching out.</p> <p>Avatar for Lucy, wearing scrubs, positioned in the middle.</p> <p>Avatar for Dr. Wickfield, also wearing scrubs, positioned on the left.</p>	<p>[Slide Title] <b>Security Protocols Scenario</b></p> <p>[Ruth Caption] Meet Lucy and Dr. Wickfield...</p> <p>[Rectangles] Lucy Dr. Wickfield</p>	<p>[Ruth VO] Meet Lucy and Dr. Wickfield. Lucy is a dental hygienist and Dr. Wickfield is our dentist, here at Wickfield Dental.</p> <p>These two are completing a Prophylaxis routine dental appointment with a patient. Follow along to see if Dr. Wickfield and Lucy use all the precautionary security protocols to protect the patient's Protected health information.</p>	<p>Ruth Caption fades out after "Meet Lucy and Dr. Wickfield."</p> <p>Rectangles fade in, timed with "Lucy is a dental..." and "Dr. Wickfield is our..."</p> <p>Slide automatically advances to Layer 1 after the audio completes on the base layer.</p> <p>The Next button remains hidden for this slide.</p> <p>The Previous button jumps to slide 1.8.</p>

<p>All 3 avatars are enlarged, as if they are standing in front of the receptionist's desk area.</p> <p>2 rectangles, using a color from the color palette, to introduce Dr. Wickfield and Lucy.</p>			
<p><b>Notes:</b></p>			

<p><b>Slide: [1.11a Part 1]</b></p>			
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>
<p>Background image is a patient sitting in a dental chair in a dental exam room.</p> <p>Be sure there is an image of dental x-ray images within the background picture.</p> <p>Avatar Lucy is sized appropriately to the size of the patient in the background image. Avatar Lucy is facing and speaking to the patient.</p> <p>Speech Caption</p>	<p>[Lucy Caption]</p> <p>We are finished with your dental screening. I will go find Dr. Wickfield to have him look at your x-rays and finish up with your exam. I'll be right back.</p>	<p>[Lucy VO]</p> <p>We are finished with your dental cleaning. I will go find Dr. Wickfield to have him look at your x-rays and finish up with your exam. I'll be right back.</p>	<p>Do not scroll the caption. Use additional speech captions for the length of Lucy's conversation.</p> <p>Slide automatically advances to Layer 2 after the audio completes on Layer 1.</p>
<p><b>Notes:</b></p>			

Slide: [1.11b Part 2]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image of an empty dental exam room</p> <p>Avatar for Dr. Wickfield is standing in the room, holding a device in his hand, as if he is reviewing information</p> <p>Lucy's avatar will enter and stand to the right of Dr. Wickfield</p> <p>Speech captions for Lucy and Dr. Wickfield sitting on top of each other</p>	<p>[Lucy Captions]</p> <p>[1] Excuse me, Dr. Wickfield..?</p> <p>[2] I just finished cleaning Josh Lundeen's teeth. I noticed he may have a cavity on tooth 31. The second right molar.</p> <p>[Dr. Wickfield Captions]</p> <p>[1] Yes, Lucy? What can I do for you..?</p> <p>[2] Here, let me take a look. Oh yes... I see what you see. I'll stop in now to discuss this.</p>	<p>[Lucy VO 1] Excuse me, Dr. Wickfield</p> <p>[Dr. Wickfield VO 1] Yes, Lucy? What can I do for you?</p> <p>[Lucy VO 2] I just finished cleaning Josh Lundeen's teeth. I noticed he may have a cavity on tooth 31. The second right molar.</p> <p>[Dr. Wickfield VO 2] Here, let me take a look. Oh yes, I see what you see. I'll stop in now to discuss this. Thanks Lucy.</p>	<p>Motion path for Lucy entering the screen from the bottom right corner to stop next to Dr. Wickfield on the right.</p> <p>Do not scroll the captions. Use additional speech captions for the length of Lucy's or Dr. Wickfield's conversations.</p> <p>The slide automatically advances to Layer 3 after the audio completes on Layer 2.</p>
<b>Notes:</b>			

Slide: [1.11c Part 3]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same background image as Layer 1:</p> <ul style="list-style-type: none"> <li>-Background image is a patient sitting in a dental chair in a dental exam room.</li> <li>-Same dental x-ray images within the background picture.</li> </ul>	<p>[Dr. Wickfield Caption]</p> <p>Hello Josh. How are your teeth feeling? I see you had your x-rays updated today. It looks like you have a cavity on your second lower right molar. We can schedule a follow-up</p>	<p>[Dr. Wickfield VO]</p> <p>Hello Josh. How are your teeth feeling? I see you had your x-rays updated today. It looks like you have a cavity on your second lower right molar. We can schedule a follow up procedure to fill the cavity to</p>	<p>Do not scroll the caption. Use additional speech captions for the length of Dr. Wickfield's conversation.</p> <p>The slide automatically advances to Layer 4 after the audio completes on Layer 3.</p>

<p>Avatar Dr. Wickfield is sized appropriately to the size of the patient in the background image. Avatar Dr. Wickfield is speaking to the patient.</p> <p>Speech Caption</p>	<p>procedure to fill the cavity to prevent further tooth decay.</p>	<p>prevent further tooth decay.</p>	
<p><b>Notes:</b></p>			

<p><b>Slide: [1.11d Part 4]</b></p>			
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>
<p>Same background as the base layer: -Dental office reception area image for the background.</p> <p>Speech Caption</p> <p>Ruth avatar on the right. Her hand is on her chin or forehead as if thinking.</p> <p>Avatar for Lucy is in the middle. She is confused with her hand on her face.</p> <p>Avatar for Dr. Wickfield is on the left. He is facing Lucy and Ruth and his hand is on his chin.</p> <p>All 3 avatars are enlarged, as if</p>	<p>[Ruth Caption]</p> <p>Lucy and Dr. Wickfield followed two of the three security protocols for protecting a patient's protected health information. If you would like to view the scenario again, click the Review button. Click the Next button to check your understanding of security protocols.</p> <p>[Buttons]</p> <p>Review</p> <p>Next</p>	<p>[Ruth VO]</p> <p>Lucy and Dr. Wickfield followed 2 of the 3 Security Protocols for protecting a patient's protected health information. If you would like to view the scenario again, click the Review button. Or you may move on and Click the Next button to check your understanding about Security Protocols.</p>	<p>Do not scroll the caption. Use additional speech captions for the length of Ruth's speech.</p> <p>Review Button and Next buttons fade in with the VO reference.</p> <p>Review and Next buttons have hover and down states.</p> <p>Review Button shows Layer 1 when clicked.</p> <p>Next Button jumps to slide 1.13 for Security Protocols Knowledge Check.</p>

they are standing in front of the receptionist's desk area.			
Customized buttons for Next and Review			
<b>Notes:</b>			

<b>Slide: [1.12] / Menu Title: Patient Intake Forms Knowledge Check</b>			<b>LO:</b> Determine the forms that need to be completed upon patient intake and which forms require a copy to be distributed to the patient.
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p>Dental office reception area set behind the top border only</p> <p>Question Mark icon/Checkmark icon, colored white, placed in the top right corner of top border</p> <p>Question is set in a white rectangle that takes up the majority of the slide</p> <p>3 answer choice options are buttons made by the same rectangles with text and images from Slide 1.9</p>	<p>[Slide Title] <b>Knowledge Check</b></p> <p>[Question]</p> <p>Which HIPAA intake form is used to inform the patient about his or her rights regarding PHI?</p> <p>[Answer Choice Rectangles]</p> <p>HIPAA Authorization Form [Incorrect]</p> <p>Notice of Privacy Practices Form [Incorrect]</p> <p><b>HIPAA Compliance Rules</b> <b>[Correct]</b></p>	<p>[Ruth VO] Which HIPAA intake form is used to inform the patient about his or her rights regarding PHI?</p>	<p>This slide is a freeform multiple choice KC interaction.</p> <p>The learner will have 2 attempts.</p> <p>The answer choice rectangles will have a hover and selected state.</p> <p>When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt.</p> <p>After the second attempt, the learner will see either the correct or incorrect layer.</p>

**Notes:**

<b>Slide: [1.12a Correct]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
Background is dental office reception area  White rectangle in the middle of the slide  Ruth avatar is enlarged, smiling, and giving a thumbs up  HIPAA Compliance image from slide 1.9 is in the white rectangle with the feedback  Customized Continue Button	[Feedback Rectangle]  That's right!  The HIPAA Compliance Form informs the patient about his or her rights and privacy protections related to his or her protected health information.  [Button] Continue	[Ruth VO]  That's right!  The HIPAA Compliance Form informs the patient about his or her rights and privacy protections related to his or her protected health information.	The background Image covers up the feedback master to give it a custom look.  The Continue Button will jump to slide 1.8.
<b>Notes:</b>			

<b>Slide: [1.12b Incorrect]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<b>[Same Visual Design as 1.12a]</b>  This layer has the same layout as the previous layer, except the Ruth Avatar is thinking, with her hand on her chin.	[Feedback Rectangle]  That's not quite right!  It is the HIPAA Compliance Form that informs the patient about his or her rights and	[Ruth VO]  That's not quite right!  It is the HIPAA Compliance Form that informs the patient about his or her rights and	The background Image covers up the feedback master to give it a custom look.  The Continue Button will jump to slide 1.8.

	<p>privacy protections related to his or her protected health information.</p> <p>[Button] Continue</p>	<p>privacy protections related to his or her protected health information.</p> <p>You may want to revisit the Patient Intake forms information on the Security slide to review the 3 forms used upon patient intake.</p>	
<b>Notes:</b>			

<b>Slide: [1.12c Try Again]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design and avatar as 1.12b]</b></p> <p>This layer has the same layout as the incorrect layer, except there is no HIPAA compliance image in the feedback rectangle</p> <p>Try Again Button</p>	<p>[Feedback Rectangle]</p> <p>That's not quite right!</p> <p>Think about which form is used to outline the rules and patient rights related to HIPAA.</p> <p>This form is handed to the patient upon patient intake; however, it does not require a signature for consent or acknowledgment.</p> <p>[Button] Try Again</p>	<p>[Ruth VO]</p> <p>That's not quite right.</p> <p>Think about which form is used to outline the rules and patient rights related to HIPAA.</p> <p>This form is handed to the patient upon patient intake, it does not require a signature for consent or acknowledgment.</p> <p>Click the Try Again button to try one more time.</p>	<p>The background Image covers up the feedback master to give it a custom look.</p> <p>Try Again Button will hide this layer.</p>

<b>Notes:</b>			

<b>Slide: [1.13] / Menu Title: Security Protocols Knowledge Check</b>			<b>LO:</b> Execute the appropriate precautions to protect patient information
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design as 1.12 except the rectangles will show the security protocols, and not the patient intake forms]</b></p> <p>Dental office reception area set behind the top border only</p> <p>Question Mark icon/Checkmark icon, colored white, placed in the top right corner of top border</p> <p>Question is set in a white rectangle that takes up the majority of the slide</p> <p>3 answer choice options are buttons made by the same rectangles with text and images from Slide 1.10</p>	<p>[Slide Title] <b>Knowledge Check</b></p> <p>[Question] Which 2 security protocol measures did Lucy and Dr. Wickfield complete when providing patient care during the routine prophylaxis visit? Select two answers.</p> <p>[Answer Choice Rectangles]</p> <p>Conversations</p> <p>Conversations regarding PHI should take place in secure locations [Incorrect]</p> <p><b>Storing Documents</b></p> <p><b>Patient records, files, &amp; follow up provisions should be stored in secure locations [Correct]</b></p>	<p>[Ruth VO]</p> <p>Which 2 security protocol measures did Lucy and Dr. Wickfield complete when providing patient care during the routine prophylaxis visit? Select two answers.</p>	<p>This slide is a freeform multiple choice KC interaction.</p> <p>The learner will have 2 attempts.</p> <p>The answer choice rectangles will have a hover and selected state.</p> <p>When the learner clicks Submit, it will show either the correct or incorrect layer.</p>

	<p>Minimum Necessary Standard</p> <p>Determine what PHI is reasonably necessary for a particular purpose [Incorrect]</p>		
<b>Notes:</b>			

<b>Slide: [1.13a Correct]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design 1.12a]</b></p> <p>Background is dental office reception area</p> <p>White rectangle in the middle of the slide</p> <p>Ruth avatar is enlarged, smiling, and giving a thumbs up</p> <p>Screenshot image of Slide 1.11 Layer 3 is within the feedback rectangle</p> <p>Continue Button</p>	<p>[Feedback Rectangle]</p> <p>That's Right</p> <p>[Button]</p> <p>Continue</p>	<p>[Ruth VO]</p> <p>That's right!</p> <p>When Lucy sought out Dr. Wickfield, she used only the minimum necessary standard when discussing patient information. This is important even among colleagues. Lucy only used the patient's name and referenced the cavity seen on the dental x-rays which was relevant to the patient's care.</p> <p>Additionally, Dr. Wickfield and Lucy engaged in conversation in a private location. Dr. Wickfield also addressed the provisions of health and findings from the x-ray images</p>	<p>Background Image covers up the feedback master to give it a custom look.</p> <p>Continue Button will jump to slide 1.8</p>

		with Josh in his private patient room. Discussing information in secure locations will help safeguard protected health information.	
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**Notes:**

<b>Slide: [1.13b Incorrect]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design 1.12b]</b></p> <p>Background is dental office reception area</p> <p>White rectangle in the middle of the slide</p> <p>Ruth's avatar is enlarged, thinking, with her hand on her chin.</p> <p>Screenshot image of Slide 1.11 Layer 1 is within the feedback rectangle</p> <p>Donut shape, using a color from the color palette, is outlining the x-ray images on the computer</p> <p>Continue Button</p>	<p>[Feedback Rectangle]</p> <p>That's still not quite right.</p> <p>[Button] Continue</p>	<p>[Ruth VO]</p> <p>That's still not quite right.</p> <p>When Lucy left the patient's room to find Dr. Wickfield, she left her computer open. X-ray images are part of a patient's dental records, as well as any other information that was recorded during the patient's dental cleaning. Any patient information recorded and stored electronically, must be stored securely. This means that if you leave a patient's room, even for a short while, the computer must be securely logged out or shut down. Even if you think the likelihood of the patient or someone else accessing patient information from the</p>	<p>Background Image covers up the feedback master to give it a custom look.</p> <p>Donut circle has a glow effect and fades in when audio says "she left her computer open."</p> <p>Continue Button will jump to slide 1.8</p>

		computer is minimal, the protocol must be followed to ensure patient information is kept secure.	
<b>Notes:</b>			

<b>Slide: [1.13c Try Again]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design 1.13b]</b></p> <p>Background is dental office reception area</p> <p>White rectangle in the middle of the slide</p> <p>Ruth's avatar is enlarged, thinking, with her hand on her chin.</p> <p>Screenshot image of Slide 1.11 Layer 1 is within the feedback rectangle (NO donut shape circle over the x-ray image in this layer).</p> <p>Try Again Button</p>	<p>[Feedback Rectangle]</p> <p>That's not quite right.</p> <p>[Button]</p> <p>Try Again</p>	<p>[Ruth VO]</p> <p>That's not quite right.</p> <p>In this scene, Lucy is leaving the patient's exam room; but forgot to complete the action that would ensure the patient's dental records are secure.</p> <p>Click the Try Again button to try this question again. Think carefully about all of Lucy's actions and click the answer choices where Lucy did follow security protocols.</p>	<p>Background Image covers up the feedback master to give it a custom look.</p> <p>Try Again Button will hide this layer.</p>
<b>Notes:</b>			

Slide: [1.14] / Menu Title: 3 Areas of Patient Rights			LO: Fulfill a patient's request regarding patient rights related to HIPAA guidelines.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Light blues and white background with some texture or gradation set behind the top and bottom border</p> <p>Ruth Avatar on the right with her hand on her hip</p> <p>Speech Caption</p> <p>3 vertical rectangles, each using a different color from the color palette, will be used for an accordion interaction.</p>	<p>[Slide Title] <b>Patient Rights</b></p> <p>[Directions] Click each tab to learn about the 3 areas of patient rights, as it relates to protected health information.</p> <p>[Labels for Accordion Rectangles]</p> <p>Patient Access Patient Authorization PHI Breaches or Violations</p>	<p>[Ruth Caption]</p> <p>HIPAA gives patients rights regarding their PHI. You will learn more information about these 3 areas of patient rights: patient access, patient authorization, and PHI breaches or violations.</p> <p>[Ruth VO for Directions] Click each tab to learn about the 3 areas of patient rights, as it relates to protected health information.</p> <p>When you have visited all 3 tabs, click the next button for further information.</p>	<p>Speech Caption will disappear and directions will fade in when the Directions VO starts</p> <p>Vertical rectangle tabs for the accordion interaction will fade in when the VO references them.</p> <p>Accordion Interaction using an open and close motion path will display the information for patient rights.</p> <p>Accordion tabs can be clicked in any order. Audio will not play over another layer.</p> <p>Next button is hidden until all layers of the accordion have been viewed and audio completed.</p> <p>Next button will jump to Slide 1.15.</p>
<b>Notes:</b>			

Slide: [1.14a Patient Access]	LO: Explain what the patient's rights are regarding HIPAA.
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Nearly the entire slide is taken up by an accordion interaction.</p> <p>Only the background, top and bottom border, and closed, vertical rectangle tabs for accordion interaction are visible on each layer.</p> <p>The rectangle layer associated with each tab, and therefore the “open” section of each accordion area will have the same background palette color as the tab for that section.</p> <p>Image related to medical or dental records will be included on the rectangle layer with the text</p> <p>3 Frame shapes, using the same color from the palette, will appear around the 3 bullet points.</p> <p>X close icon will be in the top right hand of the “open” section rectangle layer</p>	<p>[Directions] Click the X to close the tab.</p> <p>[Rectangle for Accordion Tab]</p> <p>Access to Medical Records</p> <ul style="list-style-type: none"> <li>● See and obtain their medical records</li> <li>● Request an electronic copy of health information stored in electronic databases</li> <li>● Request information in their record be amended</li> </ul>	<p>[Ruth VO]</p> <p>Patients have certain rights when it pertains to access to their medical records.</p> <p>The first right they have is to make a request to see and obtain their medical records.</p> <p>Patients also have the right to request an electronic copy of their health information that is held in any Electronic Health Record database.</p> <p>Lastly, patients may request information in their record to be amended if they feel something is inaccurate or do not want something included in their records.</p>	<p>Clicking Patient Access will show the layer for Patient Access.</p> <p>Accordion Interaction will use an open motion path when the tab is clicked and a close motion path when the X close icon is clicked.</p> <p>Restrict the learner from selecting the close icon until the layer audio completes.</p> <p>The frame shapes will have a glow effect and fade in and fade out over bulleted text as referenced by the VO:</p> <p>Frame 1- VO reference “The first right they have...”</p> <p>Frame 2: VO reference “Patients also have the right to...”</p> <p>Frame 3: VO reference “Lastly, patients may request...”</p> <p>Hotspot over the X close icon to close the layer and return to the base layer.</p>
<p><b>Notes:</b></p>			



Slide: [1.14b Patient Authorization]		LO: Fulfill a patient's request regarding patient rights related to HIPAA guidelines.	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p><b>[Same Visual Design 1.14a]</b></p> <p>The rectangle layer associated with each tab, and therefore the "open" section of each accordion area will have the same background palette color as the tab for that section.</p> <p>Image related to patient authorization will be included on the rectangle layer with the text</p> <p>4 Frame shapes, using the same color from the palette, will appear around the 4 bullet points.</p> <p>X close icon will be in the top right hand of the "open" section rectangle layer</p>	<p>[Directions] Click the X to close the tab.</p> <p>[Rectangle for Accordion Tab]</p> <p>Authorization of PHI</p> <ul style="list-style-type: none"><li>● Release of Records</li><li>● HIPAA Disclosure Authorization Form</li><li>● Preferred Method of Contact</li><li>● Family and Friends</li></ul>	<p>[Ruth VO]</p> <p>Patients complete and share authorization forms to determine how they would like their information used and shared with other covered entities.</p> <p>Patients need to sign a release of records form to indicate the patient's consent for the release of their records to another dental or healthcare entity. These are typically used when a patient is switching from one provider or practice to a different one.</p> <p>Patients may also complete a HIPAA Disclosure Authorization Form to restrict disclosure of their PHI.</p> <p>Patients may choose how they wish to be contacted. They can choose whether they would like to be contacted via phone and whether a</p>	<p>Clicking Patient Authorization will show the layer for Patient Authorization.</p> <p>Accordion Interaction will use an open motion path when the tab is clicked and a close motion path when the X close icon is clicked.</p> <p>Restrict the learner from selecting the close icon until the layer audio completes.</p> <p>The frame shapes will have a glow effect and fade in and fade out over bulleted text as referenced by the VO:</p> <p>Frame 1- VO reference "Patients need to sign a release of records..."</p> <p>Frame 2: VO reference "Patients may also complete a HIPAA..."</p> <p>Frame 3: VO reference "Patients may choose how</p>

		<p>voicemail may be left or not. They can also choose whether or not they wish to receive text messages or emails.</p> <p>Lastly, patients can decide whether information is allowed to be shared with friends and family. It is important that consent is always given by the patient before any information is shared.</p>	<p>they wish to be contacted...”</p> <p>Frame 3: VO reference “Lastly, patients can decide whether information...”</p> <p>Hotspot over the X close icon to close the layer and return to the base layer.</p>
<b>Notes:</b>			

<b>Slide: [1.14c Breach or Violation of PHI]</b>			<b>LO:</b> Fulfill a patient’s request regarding patient rights related to HIPAA guidelines.
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design 1.14a]</b></p> <p>The rectangle layer associated with each tab, and therefore the “open” section of each accordion area will have the same background palette color as the tab for that section.</p> <p>Image related to HIPAA</p>	<p>[Directions] Click the X to close the tab.</p> <p>[Rectangle for Accordion Tab]</p> <p>Breach or Violation of PHI</p> <ul style="list-style-type: none"> <li>• HIPAA Breach Notification Rule</li> <li>• HIPAA violation report</li> <li>• Investigation by the Department of Health and Human Services</li> </ul>	<p>[Ruth VO]</p> <p>Patients have certain rights when it pertains to a breach or violation of protected health information.</p> <p>The HIPAA Breach Notification Rule requires a notice to inform the patient if you discover a breach of unsecured patient information. You must send</p>	<p>Clicking Breach or Violation of PHI will show the layer for Breaches or Violations of PHI.</p> <p>Accordion Interaction will use an open motion path when the tab is clicked and a close motion path when the X close icon is clicked.</p> <p>Restrict the learner from selecting the close icon until the layer audio completes.</p>

<p>violations will be included on the rectangle layer with the text</p> <p>3 Frame shapes, using the same color from the palette, will appear around the 3 bullet points.</p> <p>X close icon will be in the top right hand of the “open” section rectangle layer</p>	<p>Office for Civil Rights</p>	<p>affected patients a letter containing specific information about the breach.</p> <p>If a patient feels their rights have been violated, the patient may report the violation to the HIPAA Privacy officer of the covered entity, to the state Attorney General, or to the Health and Human Services Office of Civil Rights. A violation would be the failure to comply with HIPAA rules.</p> <p>Violations are investigated by the Department of Health and Human Services Office for Civil Rights. Violations can result in financial penalties, imprisonment, loss of income, termination of employment contracts, sanctions, civil or criminal penalties, and enforcement actions.</p>	<p>The frame shapes will have a glow effect and fade in and fade out over bulleted text as referenced by the VO:</p> <p>Frame 1- VO reference “The HIPAA Breach Notification Rule...”</p> <p>Frame 2: VO reference “If a patient feels their rights have been violated...”</p> <p>Frame 3: VO reference “Violations are investigated by...”</p> <p>Hotspot over the X close icon to close the layer and return to the base layer.</p>
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**Notes:**

<p><b>Slide: [1.15] / Menu Title: Action Steps for Patient Requests</b></p>			<p><b>LO:</b> Fulfill a patient’s request regarding patient rights related to HIPAA guidelines.</p>
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>

<p>Light blues and white background with some texture or gradation set behind the top and bottom border</p> <p>Image of a dental receptionist interacting with a patient at a desk set on the right side of the slide</p> <p>3 rectangles for the 3 subtopics on the left. Rectangles will name the subtopic and have a corresponding picture</p>	<p>[Slide Title] <b>Action Steps for Patient Requests</b></p> <p>[Subtopic Rectangles]</p> <p>Release of Records Request</p> <p>Disclosure Authorization Requests</p> <p>Violation Request</p>	<p>[Ruth VO]</p> <p>Click each button to learn how you can respond properly to patient requests.</p>	<p>Next button is hidden until the timeline has completed on all layers.</p> <p>When the subtopic rectangles are clicked, it will show the corresponding layer for further information. The rectangles can be clicked in any order.</p> <p>Rectangles and have hover, down, and visited state.</p> <p>Next button jumps to slide 1.16 for a Patient Rights scenario.</p>
<p><b>Notes:</b></p>			

<p><b>Slide: [1.15a Release of Records Request]</b></p>			<p><b>LO:</b> Fulfill a patient's request regarding patient rights related to HIPAA guidelines.</p>
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>
<p>Image on the right and top and bottom border from the base layer is visible in the layer</p> <p>White rectangle box takes up the majority of the left side of the slide</p> <p>X close icon is in the upper right hand corner of the rectangle</p>	<p>[Title at the top of the rectangle]</p> <p>Release of Records Request</p> <p>[Reasons a patient makes a release of records request]</p> <ol style="list-style-type: none"> <li>1. Switching to a new dentist</li> <li>2. Requesting a 2nd opinion</li> </ol>	<p>[Ruth VO]</p> <p>There are many reasons a patient may request to release their records. They may make this request if they are switching dentists or healthcare providers, or if they are seeking a second opinion or specialized treatment</p>	<p>Restrict the learner from selecting the close icon until the layer audio completes.</p> <p>The Release of Records Image will fade in with the beginning of the audio on this layer. It will fade out when the first icon and text fade in.</p> <p>Icon and text for "switching to</p>

<p>The Release of Records image from the “Release of Records Request button” on the base layer will reappear on the white rectangle box</p> <p>3 icons, using the same palette color, are used to show the 3 reasons a patient may make a release of records request</p>	<p>3. Referral to a specialist</p> <p>[Action Steps]</p> <p>Step 1: Request the patient to fill out a release of records form</p> <p>Step 2: Send the letter of request to the specified entity</p>	<p>or if the dentist referred the patient to a specialist like an orthodontist, oral surgeon, or periodontist.</p> <p>When a patient requests records, it is your responsibility to have the patient complete a Release of Records form.</p> <p>The Release of Records form is a written request to release protected health information to a different entity. The patient gives consent by signing his or her name on the form. Once the release of records form is completed and signed, the dental practice will send the letter to the specified entity on the form.</p> <p>Whether the dental practice is sending or receiving the letter, the letter will indicate how you want the records delivered: either electronically or sent in the mail.</p> <p>It is important to provide records promptly, usually within 30 days.</p>	<p>a new doctor” will fade in together with the VO reference.</p> <p>Icon and text for “requesting a 2nd opinion” will fade in together with the VO reference.</p> <p>Icon and text for “referral to a specialist” will fade in together with the VO reference.</p> <p>Icons and text for the 3 reasons will fade out when the VO says “when a patient requests records...” and step 1 text will fade in.</p> <p>Step 2 text will fade in when VO says “ once the release of records for is completed...”</p> <p>Hotspot over the X close icon to hide the layer when audio completes.</p>
<p><b>Notes:</b></p>			

			related to HIPAA guidelines.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p><b>[Same Visual Design 1.15a]</b></p> <p>X close icon is in the upper right hand corner of the rectangle</p> <p>The Disclosure Authorization image from the “Disclosure Authorization Request button” on the base layer will reappear on the white rectangle box</p> <p>3 icons, using the same palette color, are used to show the 3 reasons a patient may make a disclosure authorization request</p>	<p>[Title at the top of the rectangle]</p> <p>Disclosure Authorization Request</p> <p>[Reasons a patient makes a disclosure authorization request]</p> <ol style="list-style-type: none"> <li>1. Privacy concerns</li> <li>2. Sensitive condition</li> <li>3. Third party</li> </ol> <p>[Action Steps]</p> <p>Step 1: Listen to the patient to understand the purpose of the request</p> <p>Step 2: Request the patient to fill out a disclosure authorization form</p> <p>Step 3: Document the request by keeping a copy in the patient’s dental record</p> <p>Step 4: Follow up with the patient</p>	<p>[Ruth VO]</p> <p>There are different reasons a patient may request to not disclose their protected health information. Patients may make this request due to privacy concerns, or because of a sensitive condition, or they might authorize non-disclosure when a third party (such as an employer, insurance company, or research company) seeks access to their health records.</p> <p>When a patient makes a disclosure authorization request, you will need to follow up with these specific actions:</p> <p>First, try to understand the request by carefully listening to the patient and ensure you understand what specific information he or she wants to keep confidential.</p> <p>Next, offer the patient a disclosure authorization form. This form should clearly outline the purpose of the disclosure, what information will or will not be shared, and</p>	<p>Restrict the learner from selecting the close icon until the layer audio completes.</p> <p>The Disclosure Authorization image will fade in with the beginning of the audio on this layer. It will fade out when the first icon and text fade in.</p> <p>Icon and text for “privacy concerns” will fade in together with the VO reference.</p> <p>Icon and text for “sensitive conditions” will fade in together with the VO reference.</p> <p>Icon and text for “third party” will fade in together with the VO reference.</p> <p>Icons and text for the 3 reasons will fade out when the VO says “first try to understand...” and step 1 text will fade in.</p> <p>Step 2 text will fade in when VO says “next offer the patient a disclosure...”</p> <p>Step 3 text will fade in when VO says “document the</p>

		<p>with whom. Educate the patient about this process. Inform them that signing the authorization form either allows you to share or restricts the sharing of specific PHI with the designated recipient.</p> <p>Document the request by creating a record of the patient's request and keep a copy of the signed authorization form in the patient's dental record. This serves as evidence that the patient consented to the disclosure.</p> <p>It is important that you process the request promptly and only share the specified PHI with authorized recipients.</p> <p>Lastly, Follow up with the patient by providing updates on the progress of the disclosure authorization request. If there are any delays or issues, communicate this with the patient.</p>	<p>request by ...”</p> <p>Step 4 text will fade in when VO says “lastly, follow up with the patient...”</p> <p>Hotspot over the X close icon to hide the layer when audio completes.</p>
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**Notes:**

			related to HIPAA guidelines.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p><b>[Same Visual Design 1.15a]</b></p> <p>X close icon is in the upper right hand corner of the rectangle</p> <p>The Violation Request image from the “Violation Request button” on the base layer will reappear on the white rectangle box</p> <p>3 icons, using the same palette color, are used to show the 3 reasons a patient may make a violation request</p>	<p>[Title at the top of the rectangle]</p> <p>Violation Request</p> <p>[Reasons a patient makes a violation request]</p> <ol style="list-style-type: none"> <li>1. Unauthorized access, use, or disclosure</li> <li>2. Failure to provide patient access</li> <li>3. Lacking safeguards for protection</li> </ol> <p>[Action Steps]</p> <p>Step 1: Notify the HIPAA privacy officer of the dental practice</p> <p>Step 2: Ensure the HIPAA privacy officer helps the patient file a complaint with the Office for Civil Rights</p>	<p>[Ruth VO]</p> <p>There are different reasons a patient may wish to file a violation of their protected health information. Some instances include the patient's belief that there was unauthorized access, use, or disclosure of their PHI or that the dental practice failed to provide the patient access to their PHI or that the patient believes the dental practice is lacking to provide safeguards to protect their PHI.</p> <p>Whether you feel the violation complaint is valid or not, you must respect the patient's request to file a violation complaint.</p> <p>If a patient does initiate a violation report with the dental practice, this is how you can respond:</p> <p>First, notify the HIPAA Privacy officer of the dental practice. Reassure the patient that you will connect the patient to the dental practice's HIPAA privacy officer for assistance.</p>	<p>Restrict the learner from selecting the close icon until the layer audio completes.</p> <p>The Violation Request image will fade in with the beginning of the audio on this layer. It will fade out when the first icon and text fade in.</p> <p>Icon and text for “unauthorized access” will fade in together with the VO reference.</p> <p>Icon and text for “failure to provide patient access” will fade in together with the VO reference.</p> <p>Icon and text for “lacking safeguards” will fade in together with the VO reference.</p> <p>Icons and text for the 3 reasons will fade out when the VO says “first notify the HIPAA privacy officer...” and step 1 text will fade in.</p> <p>Step 2 text will fade in when VO says “then the HIPAA privacy officer will help...”</p>

		Then the HIPAA privacy officer will help the patient File a Complaint with the Office for Civil Rights. To expedite the process, use the Office of Civil Rights online portal to file complaints rather than mailing them.	Hotspot over the X close icon to hide the layer when audio completes.
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**Notes:**

<b>Slide: [1.16] / Menu Title: Patient Rights Scenario</b>			<b>LO:</b> Fulfill a patient's request regarding patient rights related to HIPAA guidelines.
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p>Background is the dental office reception area. No top or bottom border.</p> <p>Speech Caption</p> <p>Ruth avatar is on the left with an arm stretched out towards Pam avatar</p> <p>Pam avatar is on the right, smiling</p> <p>Rectangles, using a color from the color palette, to introduce Pam</p>	<p>[Ruth Caption]</p> <p>Meet Pam, one of the receptionists at Wickfield Dental.</p> <p>[Rectangle Label]</p> <p>Pam</p>	<p>[Ruth VO]</p> <p>Meet Pam, one of the receptionists at Wickfield Dental.</p> <p>In the next scenario, Pam will be assisting with a patient request. Help her choose the correct action using the information you just learned.</p>	<p>The Next button is hidden.</p> <p>The speech caption fades in when the audio begins.</p> <p>The rectangle for Pam floats in from the bottom when the VO references Pam.</p> <p>Jump to slide 1.17 when the timeline ends.</p>

**Notes:**

Slide: [1.17 Patient Rights Part 1]			LO: Fulfill a patient's request regarding patient rights related to HIPAA guidelines.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is the dental office reception area. No top or bottom border.</p> <p>Speech Caption for Pam</p> <p>Speech Caption for male patient</p> <p>Pam avatar is behind the desk now (body is cropped to appear as if she is standing behind the desk)</p> <p>Male avatar dressed in casual clothes is facing Pam in front of the desk. The learner will only see the backside of the patient.</p> <p>White rectangle for the scenario question will take up the majority of the screen.</p> <p>White rectangle will have 2 rectangles, using the same color from the color palette, as answer options.</p>	<p>[Male Patient Caption 1]</p> <p>Hello. I was wondering if I could check on something before I leave today.</p> <p>[Pam Caption 1]</p> <p>Yes, certainly. What would you like my help with?</p> <p>[Male Patient Caption 2]</p> <p>Can you check to make sure my ex-wife no longer has access to my dental records?</p> <p>[White Rectangle]</p> <p>What step should Pam take first to help the patient with his request?</p> <p>[Left answer choice rectangle]</p> <p>Ask the patient for more information to fully understand the request</p> <p>[Right answer choice</p>	<p>[Male Patient Audio 1]</p> <p>Hello. I was wondering if I could check on something before I leave today.</p> <p>[Pam Audio 1]</p> <p>Yes, certainly. What would you like my help with?</p> <p>[Male Patient Audio 2]</p> <p>Can you check to make sure my ex-wife no longer has access to my dental records?</p> <p>[Question Audio in Ruth VO]</p> <p>What step should Pam take first to help the patient with his request?</p>	<p>The Next Button is hidden.</p> <p>Do not scroll the captions. Use additional speech captions for each part of the conversation.</p> <p>Speech Captions fade in and out throughout the avatars' conversation.</p> <p>Male avatar and speech caption fade out and white rectangle with question and 2 rectangle answers will fade in.</p> <p>Answer rectangles will act as a click and reveal interaction.</p> <p>Rectangle answer choices will have a normal and hover state.</p> <p>Clicking the left rectangle will reveal Layer 1: Audio left Answer Choice.</p> <p>Clicking the right rectangle will reveal Layer 2: Audio right answer choice.</p> <p>Jump to slide 1.18 when audio completes on either the</p>

	rectangle]  Give the patient the disclosure authorization form		correct or incorrect layers.
<b>Notes:</b>			

<b>Slide: [1.17a Audio Left Answer Choice]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design 1.17]</b></p> <p>Only the white rectangle with question and answer choices are visible on top of the background.</p> <p>A rectangle that looks exactly the same as the left answer choice from the base slide will sit on top of the answer choice and contain the feedback text.</p>	<p>[Left answer choice rectangle]</p> <p>Correct</p>	<p>[Ruth VO]</p> <p>That is correct!</p> <p>It is important to carefully listen to the patient and ensure you understand what specific information he wants to keep confidential.</p>	<p>Jump to slide 1.18 when audio completes.</p>
<b>Notes:</b>			

<b>Slide: [1.17b Audio Right Answer Choice]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design 1.17]</b></p>	<p>[Right answer choice rectangle]</p>	<p>[Ruth VO]</p>	<p>Jump to slide 1.18 when audio completes.</p>

<p>Only the white rectangle with question and answer choices are visible on top of the background.</p> <p>A rectangle that looks exactly the same as the right answer choice from the base slide will sit on top of the answer choice and contain the feedback text.</p>	<p>Not quite</p>	<p>Not quite.</p> <p>Before giving the patient the disclosure authorization form, it is important to listen to the patient's request so you can fully understand what information is to be authorized or not authorized and to whom.</p>	
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**Notes:**

<b>Slide: [1.18 Patient Rights Part 2]</b>			<b>LO:</b> Fulfill a patient's request regarding patient rights related to HIPAA guidelines.
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design 1.17]</b></p>	<p>[Pam Caption]</p> <p>Let me make sure I understand fully. What information do you want to deny authorization?</p> <p>[Male Patient Caption]</p> <p>All of it. She was my emergency contact before and now that we are divorced, I would like to make my brother my emergency contact.</p>	<p>[Pam Audio]</p> <p>Let me make sure I understand fully. What information do you want to deny authorization?</p> <p>[Male Patient Audio]</p> <p>All of it. She was my emergency contact before and now that we are divorced, I would like to make my brother my emergency contact.</p>	<p>The Next Button is hidden.</p> <p>Do not scroll the captions. Use additional speech captions for each part of the conversation.</p> <p>Speech Captions fade in and out throughout the avatars' conversation.</p> <p>Male avatar and speech caption fade out and white rectangle with question and 2 rectangle answers will fade in.</p>

	<p>[White Rectangle]</p> <p>What step should Pam take next to help the patient complete his request?</p> <p>[Left answer choice rectangle]</p> <p>Update the patient's emergency contact &amp; make a note in his file</p> <p>[Right answer choice rectangle]</p> <p>Give the patient the disclosure authorization form</p>	<p>[Question Audio in Ruth VO]</p> <p>What step should Pam take next to help the patient complete his request?</p>	<p>Answer rectangles will act as a click and reveal interaction.</p> <p>Rectangle answer choices will have a normal and hover state.</p> <p>Clicking the left rectangle will reveal Layer 1: Audio left Answer Choice.</p> <p>Clicking the right rectangle will reveal Layer 2: Audio right answer choice.</p> <p>Jump to slide 1.19 when audio completes on either the correct or incorrect layers.</p>
<b>Notes:</b>			

<b>Slide: [1.18a Audio Left Answer Choice]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p><b>[Same Visual Design 1.18]</b></p> <p>Only the white rectangle with question and answer choices are visible on top of the background.</p> <p>A rectangle that looks exactly the same as the left answer</p>	<p>[Left answer choice rectangle]</p> <p>Not quite</p>	<p>[Ruth VO]</p> <p>Not quite.</p> <p>If the patient makes a request to restrict the disclosure of information to his ex-wife, this request must be in writing stating who may no longer have access to his information.</p>	<p>Jump to slide 1.19 when audio completes.</p>

<p>choice from the base slide will sit on top of the answer choice and contain the feedback text.</p>		<p>He also needs to add his brother as a person who IS authorized to obtain information, since he is requesting that his brother be added as his emergency contact. It is important to complete the appropriate forms for consent of authorization.</p>	
<p><b>Notes:</b></p>			

<p><b>Slide: [1.18b Audio Right Answer Choice]</b></p>			
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>
<p><b>[Same Visual Design 1.18]</b></p> <p>Only the white rectangle with question and answer choices are visible on top of the background</p> <p>A rectangle that looks exactly the same as the right answer choice from the base slide will sit on top of the answer choice and contain the feedback text.</p>	<p>[Right answer choice rectangle]</p> <p>Correct</p>	<p>[Ruth VO]</p> <p>That is correct!</p> <p>The patient will need to complete and sign a disclosure authorization form to state whom may or may not have access to his protected health information. This form will also allow him to indicate what information he wants to be shared with his new emergency contact.</p>	<p>Jump to slide 1.19 when audio completes.</p>
<p><b>Notes:</b></p>			

Slide: [1.19 Patient Rights Part 3]			LO: Fulfill a patient's request regarding patient rights related to HIPAA guidelines.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p><b>[Same Visual Design 1.17 &amp; 1.18]</b></p> <p>Pam avatar is now holding and looking at something. Her avatar is cropped to appear like she is standing behind the desk.</p>	<p>[Pam Caption 1]</p> <p>We can help you take care of that. We just need you to complete a Disclosure of Authorization Form.</p> <p>[Male Patient Caption 1]</p> <p>Ok. Great! Thank you so much.</p> <p>[Pam Caption 2]</p> <p>Once you have the form completed, I will make a copy of the document for your file and will get the request processed right away! If there are any updates, I will be sure to let you know!</p>	<p>[Pam Audio 1]</p> <p>We can help you take care of that. We just need you to complete a Disclosure of Authorization Form.</p> <p>[Male Patient Audio 1]</p> <p>Ok great! Thank you so much.</p> <p>[Pam Audio 2]</p> <p>Once you have the form completed, I will make a copy of the document for your file and will get the request processed right away!</p> <p>If there are any updates, I will be sure to let you know!</p>	<p>The Next button is hidden.</p> <p>Do not scroll the captions. Use additional speech captions for each part of the conversation.</p> <p>Speech Captions fade in and out throughout the avatars' conversation.</p> <p>Show layer "Scenario Closure" when the audio completes.</p> <p>Next button will jump to the next slide when it reappears.</p>
<b>Notes:</b>			

Slide: [1.19a Scenario Closure]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The background of the dental office reception area is visible from the base layer.</p>	<p>[Ruth Caption]</p> <p>When a patient makes a</p>	<p>[Ruth VO]</p> <p>When a patient makes a</p>	<p>Do not scroll the captions. Use additional speech captions for step 1, 2, and 3.</p>

<p>Speech Caption</p> <p>Pam avatar is smiling and cropped and positioned to appear behind the desk.</p> <p>Ruth avatar is enlarged, standing in front of the desk, on the right side of the slide</p>	<p>request we can follow through with specific actions:</p> <ol style="list-style-type: none"> <li>1. Ask questions to gain an understanding of the patient's request</li> <li>2. Help the patient complete the appropriate form</li> <li>3. Documentation and follow up actions may be needed</li> </ol>	<p>request we can follow through with specific actions:</p> <ol style="list-style-type: none"> <li>1. Ask questions to gain an understanding of the patient's request</li> <li>2. Help the patient complete the appropriate form</li> </ol> <p>and 3. Documentation and follow up actions may be needed</p> <p>Click the Next button to continue forward to the quiz.</p>	<p>Next button returns to normal when the audio completes on this layer.</p>
<p><b>Notes:</b></p>			

<p><b>Slide: [1.20] / Menu Title: Quiz Introduction</b></p>			
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>
<p>Light blues and white background with some texture or gradation set behind the top border only</p> <p>Same Question Mark icon/Checkmark icon from the Knowledge Check slides is in the top right corner of top border</p> <p>Ruth avatar is on the right side of the slide and smiling.</p>	<p>[Slide Title] <b>Quiz</b></p> <p>[Directions]</p> <p>You will now take a quiz about protected health information. The quiz consists of 5 questions. You will need to achieve at least 80% to pass.</p> <p>[Button]</p>	<p>[Ruth VO]</p> <p>You will now take a quiz about Protected Health Information. The quiz consists of 5 questions. You will need to achieve at least 80% to pass, with as many attempts needed to attain a passing score.</p> <p>Click the Begin Button when you are ready to start the quiz.</p>	<p>The Previous and Next Buttons are hidden.</p> <p>Jump to Slide 1.21 when the user clicks the Begin button.</p>

<p>White rectangle is in the middle of the slide containing the directions</p> <p>Begin button, using palette colors, is below the rectangle</p> <p>Same HIPAA Compliant image from Slide 1.3 is in the lower left hand corner</p>	<p>Begin</p>		
<p><b>Notes:</b></p>			

<p><b>Slide: [1.21 Question 1]</b></p>			<p><b>LO:</b> Execute the appropriate precautions to protect patient information.</p>
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>
<p>All 5 assessment question slides should have the same layout and formatting.</p> <p>Light blues and white background with some texture or gradation set behind the top border only</p> <p>Same Question Mark icon/Checkmark icon from the Knowledge Check slides is in the top right corner of top border</p> <p>The scenario text for the</p>	<p>[Slide Title] <b>Question 1</b></p> <p>[Scenario] A tooth extraction procedure is recommended for a patient to prevent further infection. The patient goes home to discuss the recommendation with his wife. The patient's wife calls the office to ask for more details.</p> <p>[Question] What precaution do you need to take first before discussing</p>	<p>[No Audio]</p>	<p>Graded quiz slide: multiple choice question</p> <p>Answer choices will be shuffled.</p> <p>When the learner clicks Submit, submit the multiple choice answer and advance to the next slide.</p> <p>The learner will have 1 attempt to answer the question.</p> <p>The learner's quiz score will be displayed on the results slide.</p>

<p>question appears larger and in bold</p> <p>The question text is not bold, but still larger than the answer options. It is placed right after the scenario text, as if it is a continuation from the scenario.</p> <p>The answer options are bold and smaller than the scenario and question text above it.</p>	<p>the husband's personal health information?</p> <p>[Answer Choices]  <b>Obtain consent from the patient that his personal health information can be shared with his wife</b>  <b>[Correct]</b></p> <p>Move to a secure location, such as a private office, to share the information with the patient's wife [Incorrect]</p> <p>Limit the information shared to the patient's wife to the minimum necessary standard [Incorrect]</p>		<p>The learner will have the opportunity to review questions and retake the quiz.</p> <p>Feedback will be displayed in a Review layer once the learner has answered and submitted all 5 questions and clicks a review button.</p> <p>The learner will be able to retake the quiz as many times as needed, in order to pass.</p>
<p><b>Notes:</b></p>			

<p><b>Slide: [1.21a Review]</b></p>			
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>
<p>Rectangle, using a palette color, appears in the bottom right hand corner. Be sure the feedback is not covering up the question or answer choices.</p>	<p>[Feedback]</p> <p>Obtaining consent is the FIRST precaution to execute when discussing PHI with family.</p>	<p>[None]</p>	<p>The learner can click Next to advance through the review feedback.</p> <p>The dim effect is removed from the review layers.</p>
<p><b>Notes:</b></p>			

Slide: [1.22 Question 2]		LO: Request the patient's signature on the HIPAA Notice of Privacy Practices and Authorization forms upon patient intake.	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p><b>[Same Visual Design and Layout for 1.21, 1.22, 1.23, 1.24, &amp; 1.25]</b></p>	<p>[Slide Title] <b>Question 2</b></p> <p>[Scenario] A patient from Dr. Wickfield's former group practice decided to initiate dental care at Wickfield Dental.</p> <p>[Question] During patient intake, which 2 HIPAA forms will you request the patient to sign? Select all that apply.</p> <p>[Answer Choices]</p> <p><b>HIPAA Authorization Form [Correct]</b></p> <p><b>Notice of Privacy Practices [Correct]</b></p> <p>Release of Records [Incorrect]</p> <p>HIPAA Disclosure Authorization Form [Incorrect]</p>	<p>[None]</p>	<p><b>[Same settings for 1.21, 1.22, 1.23, 1.24, &amp; 1.25]</b></p> <p>Graded quiz slide: multiple response question</p>
<p><b>Notes:</b></p>			

Slide: [1.22a Review]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<b>[Same Visual Design and Layout for 1.21a, 1.22a, 1.23a, 1.24a, &amp; 1.25a]</b>	[Feedback] Only the HIPAA Authorization and Notice of Privacy Practices forms are requested during patient intake.	[None]	<b>[Same settings for 1.21a, 1.22a, 1.23a, 1.24a, &amp; 1.25a]</b>
<b>Notes:</b>			

Slide: [1.23 Question 3]			LO: Fulfill a patient's request regarding patient rights related to HIPAA guidelines.
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<b>[Same Visual Design and Layout for 1.21, 1.22, 1.23, 1.24, &amp; 1.25]</b>	[Slide Title] <b>Question 3</b>  [Scenario] A dental patient who is moving out of town has asked the dental receptionist to send her records to a dentist in the other town.  [Question] How will you fulfill the patient's request?  [Answer Choices]  <b>Have the patient complete an authorization form for the release of records to the new</b>	[None]	<b>[Same settings for 1.21, 1.22, 1.23, 1.24, &amp; 1.25]</b>  Graded quiz slide: multiple choice question

	<p><b>dental office [Correct]</b></p> <p>Fax or email the patient's dental records to the new dental office [Incorrect]</p> <p>Inform the patient that the new dental office has to request the dental records versus the patient [Incorrect]</p>		
<b>Notes:</b>			

<b>Slide: [1.23a Review]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<b>[Same Visual Design and Layout for 1.21a, 1.22a, 1.23a, 1.24a, &amp; 1.25a]</b>	<p>[Feedback]</p> <p>A release of records form documents a request in writing and the patient's signature secures consent to release the records.</p>	[None]	<b>[Same settings for 1.21a, 1.22a, 1.23a, 1.24a, &amp; 1.25a]</b>
<b>Notes:</b>			

<b>Slide: [1.24 Question 4]</b>			<b>LO:</b> Execute the appropriate precautions to protect patient information.
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<b>[Same Visual Design and Layout for 1.21, 1.22, 1.23, 1.24,</b>	<b>[Slide Title] Question 4</b>	[None]	<b>[Same settings for 1.21, 1.22, 1.23, 1.24, &amp; 1.25]</b>

<p><b>&amp; 1.25]</b></p>	<p>[Scenario]          You are updating a patient's health history, x-ray records, and dental information from today's prophylaxis (routine dental visit).</p> <p>[Question]          What is the proper precaution you should take to protect the patient's information?</p> <p>[Answer Choices]</p> <p><b>Engage in any conversation with the patient in the patient's private exam room [Correct]</b></p> <p>Update the patient information in your computer database and leave the computer unlocked when you leave the patient's room to seek out the dentist [Incorrect]</p> <p>Discuss health provisions after the cleaning in front of the patient's family member [Incorrect]</p>		<p>Graded quiz slide: multiple choice question</p>
<p><b>Notes:</b></p>			

<p><b>Slide: [1.24a Review]</b></p>			
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>

<p><b>[Same Visual Design and Layout for 1.21a, 1.22a, 1.23a, 1.24a, &amp; 1.25a]</b></p>	<p>[Feedback]</p> <p>PHI should be discussed privately, therefore, best practice would be to wait until you are in a private exam room before discussing.</p>	<p>[None]</p>	<p><b>[Same settings for 1.21a, 1.22a, 1.23a, 1.24a, &amp; 1.25a]</b></p>
<p><b>Notes:</b></p>			

<p><b>Slide: [1.25 Question 5]</b></p>			<p><b>LO:</b> Fulfill a patient's request regarding patient rights related to HIPAA guidelines.</p>
<p><b>Visual / Display:</b></p>	<p><b>Slide Text:</b></p>	<p><b>Narration / Voiceover:</b></p>	<p><b>Animation / Interaction:</b></p>
<p><b>[Same Visual Design and Layout for 1.21, 1.22, 1.23, 1.24, &amp; 1.25]</b></p>	<p>[Slide Title] <b>Question 5</b></p> <p>[Scenario] A patient feels her protected health information was shared to a third party company without her permission and would like to report a violation.</p> <p>[Question] What will you do to respond to the patient's request?</p> <p>[Answer Choices]</p> <p><b>Arrange for the patient to meet with the HIPAA privacy officer of the dental office to aid the patient in filing a complaint with the Office of</b></p>	<p>[None]</p>	<p><b>[Same settings for 1.21, 1.22, 1.23, 1.24, &amp; 1.25]</b></p> <p>Graded quiz slide: multiple choice question</p>

	<p><b>Civil Rights [Correct]</b></p> <p>Deny that Wickfield Dental released protected health information to the third party company [Incorrect]</p> <p>Pull out the HIPAA authorization and Notice of Privacy Practice forms the patient signed [Incorrect]</p>		
<p><b>Notes:</b></p>			

Slide: [1.25a Review]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p><b>[Same Visual Design and Layout for 1.21a, 1.22a, 1.23a, 1.24a, &amp; 1.25a]</b></p>	<p>[Feedback] If a patient feels his or her rights have been violated, he or she has a right to file a complaint with the Office of Civil Rights.</p>	<p>[None]</p>	<p><b>[Same settings for 1.21a, 1.22a, 1.23a, 1.24a, &amp; 1.25a]</b></p>
<p><b>Notes:</b></p>			

Slide: [1.26 Results Slide]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Light blues and white background with some texture or gradation set behind the top border only</p>	<p>[Slide Title] <b>PHI Quiz Results</b> [Your Score Rectangle]</p>	<p>[Audio only on layers]</p>	<p>Use a Result side to show Success layer 1.26a when timeline starts if results are</p>

<p>Same Question Mark icon/Checkmark icon from the Knowledge Check slides is in the top right corner of top border</p> <p>Same HIPAA Compliant image from Slide 1.3 &amp; 1.20 is in the lower left hand corner</p> <p>Your Score Rectangle uses colors from the color palette. The text is centered within the rectangle.</p>	<p>Your Score: <b>XX%</b>          Passing Score: <b>80%</b></p>		<p>equal to or greater than the passing score.</p> <p>Show Failure layer 1.26b when timeline starts if results are less than passing score.</p> <p>Base layer will be visible (show through) from Success or Failure slide layers.</p> <p>Results variable reference shows the percent score only. Do not show the points variable reference.</p> <p>Built in graded quiz variable reference displays learner score where <b>XX</b> appears on slide.</p>
<p><b>Notes:</b></p>			

Slide: [1.26a Success]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Ruth Avatar on the right, looking pleased and excited.</p> <p>Green checkmark placed above the Your Score rectangle</p>	<p>[Your Score Rectangle]            Nice job, you passed!</p> <p>[Button]            Review Quiz</p>	<p>[Ruth VO]            Nice job! You have passed the quiz.            You may choose to review the</p>	<p>The Next Button returns to normal on this layer.</p> <p>The Review button has hover and down states.</p>

Review Quiz button, using a color from the color palette, is placed below the Your Score rectangle		quiz. Otherwise, click next to continue.	The Review button shows correct/incorrect answers and feedback when reviewing.  The Next button jumps to slide 1.27.
<b>Notes:</b>			

<b>Slide: [1.26b Failure]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
Ruth Avatar on the right, looking disappointed.  Red X placed above the Your Score rectangle  Review Quiz and Retry Quiz buttons, using the same color from the color palette, are placed below the Your Score rectangle.	[Your Score Rectangle] Sorry, you didn't pass!  [Buttons]  Review Quiz  Retry Quiz	[Ruth VO]  Sorry, you did not pass the quiz.  You may choose to review the quiz before retaking it. Or click Retry Quiz to attempt the quiz again.	The Next Button is disabled.  The Review Quiz and Retry Quiz buttons have hover and down states.  The Review button shows correct/incorrect answers and feedback when reviewing.  The Retry Quiz button resets the results slide and jumps to Slide 1.21.
<b>Notes:</b>			

<b>Slide: [1.27] / Menu Title: Summary</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
Light blues and white background with some texture or gradation set	[Slide Title] <b>Summary</b> [Ruth Caption]	[Ruth VO]  You have learned information	Show the Objectives Layer when the Ruth VO completes. The Next button will jump to

<p>behind the top and bottom borders</p> <p>Speech Caption</p> <p>Ruth avatar on the right side of the slide, pointing to her forehead and smiling.</p>	<p>You have learned information about protected health information as it relates to HIPAA. You are now equipped with the necessary knowledge to protect sensitive patient health information and understand patient rights.</p>	<p>about protected health information as it relates to HIPAA. You are now equipped with the necessary knowledge to protect sensitive patient health information and understand patient rights.</p>	<p>slide 1.28.</p>
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**Notes:**

<b>Slide: [1.27a Learning Objectives]</b>			
<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p>Only the background and borders are visible through the layer</p> <p>Speech caption</p> <p>2 positions for Ruth avatar:</p> <ul style="list-style-type: none"> <li>- Smiling Ruth with hands clasped for the speech caption</li> <li>- Talking Ruth with her left hand reached out towards the learning objectives</li> </ul> <p>3 rectangles displaying the 3 learning objectives.</p> <p>The rectangles will use the same color from the color palette.</p>	<p>[Ruth Caption]</p> <p>We are confident that our employees at Wickfield Dental will now be able to complete the following actions:</p> <p>[Learning Objective Rectangles]</p> <p>Execute the appropriate precautions to protect patient information</p> <p>Request the patient's signature on the HIPAA Notice of Privacy Practices and authorization forms upon patient intake</p> <p>Fulfill a patient's request</p>	<p>[Ruth VO]</p> <p>We are confident that our employees at Wickfield Dental will now be able to complete the following actions:</p> <p>Execute the appropriate precautions to protect patient information</p> <p>Request the patient's signature on the HIPAA Notice of Privacy Practices and Authorization forms upon patient intake</p> <p>and Fulfill a patient's request regarding patient rights related to HIPAA guidelines</p>	<p>Speech caption will disappear when VO completes saying "...the following actions."</p> <p>The Ruth avatar will fade to second position and the first learning objective rectangle will appear when VO says "Execute the..."</p> <p>Second LO rectangle will appear when VO says "Request the patient's..."</p> <p>Third LO rectangle will appear when the VO says "and Fulfill a patient's..."</p>

	regarding patient rights related to HIPAA guidelines		
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**Notes:**

**Slide: [1.28] / Menu Title: Course Completion**

<b>Visual / Display:</b>	<b>Slide Text:</b>	<b>Narration / Voiceover:</b>	<b>Animation / Interaction:</b>
<p>No top/bottom border</p> <p>Background image: Dental office reception area</p> <p>Smiling Ruth avatar on the right with a thumbs up</p> <p>Rectangle, using color palette, on the left, top half of the slide.</p> <p>Icon related to Protected Health Information inside the rectangle</p> <p>2 customized buttons, using the same palette color, are placed below the rectangle</p>	<p>[Rectangle]</p> <p>Congratulations!</p> <p>[Buttons]</p> <p>Review Course</p> <p>Exit</p>	<p>[Ruth VO]</p> <p>Congratulations! You have now completed the Protected Health Information: Security &amp; Patient Rights course. Use the information you have gained from this course to carry out the necessary precautions to protect sensitive patient health information and respect patient rights regarding their protected health information.</p> <p>If you would like to review any of the course content, please click the Review Course button.</p> <p>If you are ready to exit the course, please click the Exit button.</p>	<p>The Review button and the Exit button fade in with VO reference.</p> <p>The Exit button exits the course.</p> <p>The Review Course button jumps to slide 1.1.</p>

**Notes:**