HIPAA Compliance Training - Storyboard

<table>
<tr><th colspan="3">Basic Settings</th></tr>
<tr><th>Colour Palette (Hospital X Branding)</th><th>Text Formatting</th><th>Player Properties</th></tr>
<tr>
<td>E29579
FFDDD2
006D77
83C5BE
EDF6F9</td>
<td>
Font: Cambria Math
Target Audience:
New healthcare employees as part of the onboarding process
Current healthcare employees as a yearly refresher course
Audio
Two voices:
[NARRATOR]
[DR. Z.]
Titles: In a 006D77 color box with white text
</td>
<td>Modern player with Menu on the left side of the screen.

Menu includes slides:
Welcome
Navigation
HIPAA Violation Scenarios
Learning Objectives
HIPAA Privacy Rule
Protecting PHI
Notice of Privacy Practices
Scenarios for Patient Requests
Summary
Congratulations</td>
</tr>
<tr><td colspan="3">Business Purpose:</td></tr>
<tr><td colspan="3">

Violation of HIPAA privacy practices can result in heavy fines and prison terms. This training aims to decrease the number of HIPAA violations that occur at Hospital X by 50%. To do so, this course will describe HIPAA privacy policy and provide opportunities for the learner to practice responding to situations that commonly lead to HIPAA violations.
The most common HIPAA violation is failure to ensure patient privacy and to protect personal health information (PHI). This training will increase patient privacy and protection of PHI by outlining the protocols that are in place to do so.
To increase the awareness of Hospital X’s Notice of Privacy Policies, which describes the responsibilities of healthcare workers with respect to HIPAA.

</td></tr>
<tr><td colspan="3">Learning Objectives:</td></tr>
<tr><td colspan="3">
1. Define the HIPAA privacy rule.
2. Give examples of protected health information (PHI).
3. Describe how to keep PHI private and secure.
4. Outline Hospital X’s Notice of Privacy Practices.
5. Explain how to fulfill patients’ requests regarding their PHI.
</td></tr>
</table>

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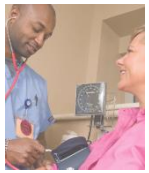
Reviewer: Please review the audio and on-screen text for accuracy and completeness. If there is any information missing, please indicate. Also note the overall flow of the course and sequencing of the content, and make suggestions as needed.

Thank you –

Slide Number: 1.1 **Title: Welcome**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[NARRATOR] Welcome to your HIPAA compliance training course. If you would like information on how to navigate the course, please select the Navigation button. To begin the training, please select start.	**Title**: Health Insurance Portability and Accountability Act 1. Compliance Training 2. HIPAA 3. NAVIGATION 4. START	• Image on left side of screen when slide begins • Right side is color EDF6F9 • Title and OST 1-4 will be on the right of the screen • Navigation and start buttons (with hover and visited states) centered beside one another on right side of the screen, near the bottom of the slide 	• No previous or next buttons • The image and the title are on screen when slide begins • The image is slightly transparent • OST 2 fades in one letter at a time underneath the title timed with audio • OST 1 fades in timed with audio • Navigation and start buttons fade in with audio • Selecting the navigation button advances to slide 1.2 • Selecting the start button advances to slide 1.3

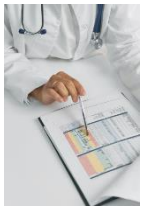
Slide Number: 1.2 **Title: Navigation**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[NARRATOR] To move backward and forwards in the course, select the previous and next buttons. If you want to see something again, select the refresh button. Drag the seekbar if you want to move backward and forward on the current	**Title**: Navigation 1. Previous 2. Next 3. Refresh 4. Seekbar 5. Play/Pause 6. Menu 7. Select next to continue	• Image of the navigation tool bar along the bottom of the slide • An arrow for each navigation button • A larger arrow pointing to the real next button	• Title and image of the navigation bar are on screen when slide begins • Appearance of OST 1-6 fade in timed with the audio, stay on screen until they fade out as OST 7 fades in. • The image of the player fade out as OST 7 fades in

slide. To pause the course, select the play pause button. If you want to navigate to a different section of the course, select the menu. (PAUSE) [OST 7] To continue, select the next button.			• The larger arrow pointing to the real next button fades in with OST 7 • Advance to slide 1.3 upon clicking next

Slide Number: 1.3 **Title: HIPAA Records Scenario**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[Dr. Z.] Hi! I'm Dr. Z. You will be shadowing me throughout your HIPAA compliance training today.	1. Hi! I'm Dr. Z. 2. You will be shadowing me throughout your HIPAA compliance training today.	• Background image of hospital waiting area with Dr. Z. smiling, facing front, standing next to the elevator. • Speech bubbles for Dr. Z.	• No next button • Image is slightly transparent • OST 1 and 2 are in their own speech bubbles that fade in timed with audio. • Slide automatically advances to first layer after audio
Slide 1.3 Layer 1 (the records)			
[Dr. Z.] This is my patient, Spencer. He has just asked for a copy of his medical records.	1. This my patient, Spencer. 2. He has just asked for a copy of his medical records.	• Same background image with Dr. Z. gesturing towards her patient (Spencer) and Spencer facing Dr. Z. • Speech bubbles for Dr. Z.	• Base layer is hidden. • OST 1 and OST 2 speech bubbles timed with audio • Automatically advances to layer 2 after audio plays
Slide 1.3 Layer 2 (the question)			
[Dr. Z.] How should I respond to his request?	1. How should I respond to his request? 2. Please select how Dr. Z. should respond to Spencer's request	• Same scene as end of Layer 1 but Dr. Z. is facing the screen in a thinking pose and Spencer is in a pose that shows he is waiting	• OST 1 fades into speech bubble timed with audio • Semi transparent square and OST 2 fade in after audio

	3. I need a couple of minutes to make a copy of your records for you. 4. Please complete this form to request the release of your records.	• A semi-transparent rectangle to the left of Spencer, with OST 2 centered at the top • OST 3and 4 are in their own darker green rectangle speech bubbles under OST2.	• OST 3 and 4 fade at the same time after that • Learner advances to Layer 3 upon selecting OST 3 • Learner advances to Layer 4 upon selecting OST 4
Slide 1.3 Layer 3 (Make a copy)			
[Dr. Z.] According to the HIPAA privacy rule, patients MUST complete a written request for the release of their medical records. Failure to do so will result in large fines for Hospital ex!	1. I need a couple of minutes to make a copy of your records for you. 2. According to the HIPAA Privacy Pule, patients MUST complete a written request for the release of their medical records. 3. Failure to do so will result in large fines for Hospital ex!	• Background same as Layer 2 • There is a small white box with a red X in it centered at the top of the semi-transparent rectangle • OST 1 is same place as on layer 2 as slide starts • Image with pile of money is below OST 1 • Speech bubble for Dr. Z.	• Animate OST 1 to move up to the top of the semi-transparent rectangle timed with audio • Dr. Z.'s pose is one of disbelief • OST 2 and 3 fade into speech bubbles, timed with audio • Pile of money grows in, timed with OST 3 audio • Slide automatically advances to next slide (slide 1.4) after everything has appeared on layer
Slide 1.3 Layer 4 (Request form)			
[Dr. Z.] Excellent. According to the HIPAA privacy rule, patients must complete a request for medical records form to gain access to their records.	1. Please complete this form to request the release of your records. 2. Excellent. 3. According to the HIPAA Privacy Rule, patients must complete a request for medical records form to gain access to their records.	• Background same as Layer 2 • There is a small white box with a green checkmark in it centered at the top of the semi-transparent rectangle • OST 1 is same place as on layer 2 as slide start • Image of paper that says "Medical Record" is below OST 1 • Speech bubble for Dr. Z.	• Animate OST 1 to move up to the top of the semi-transparent rectangle timed with audio • Dr. Z.'s pose is one of happiness • OST 2 and 3 fade into speech bubbles, timed with audio • Image of medical records grows in, timed with OST 3 audio

			• Slide automatically advances to next slide (slide 1.4) after everything has appeared on layer

Slide Number: 1.4 **Title: Learning Objectives**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[NARRATOR] In order to prevent HIPAA violations, which can lead to fines and jail time, it is crucial that all healthcare employees here at Hospital X are trained in compliancy. After completing this course, you will be able to Describe the purpose of the HIPAA privacy rule. Identify examples of protected health information, or PHI. Describe how to keep PHI private and secure. Outline our hospital's notice of privacy practices. And Explain how to fulfill patient requests with regards to PHI.	**Title**: Learning Objectives 1. After completing this course, you will be able to: 2. Describe the HIPAA Privacy Rule. 3. Identify examples of protected health information (PHI). 4. Describe how to keep PHI private and secure. 5. Outline our Notice of Privacy Practices. 6. Explain how to fulfill patient requests with regards to PHI.	• Image on left side of screen when slide begins • Right side is color EDF6F9 	• The image and title are on screen when slide begins • Image is on the left half of the screen, text will be on the right • The title comes on as "After completing this course…" audio begins • Learning objectives OST 2-6 have a small checkmark as bullet point • Each objective fades in timed with the audio, stays until the end of the slide. • Slide automatically advances to the next slide (1.5)

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Slide Number: 1.5 **Title: HIPAA Privacy Rule**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[NARRATOR] [OST 1] The HIPAA Privacy Rule ensures that a person's personal health information is protected. PHI includes any personal information that identifies the patient and any medical information that can be used to make medical decisions. Select the clipboards below for examples of PHI Demographic information, such as name, age, email address, social security number, and identifying dates. The patient's health insurance information, including billing records and beneficiaries. Any financial information, such as credit card	**Title**: OST 1 1. The HIPAA Privacy Rule ensures that a patient's protected health information (PHI) is secure. 2. Patient Identification 3. Medical Information 4. Select the clipboards below for examples of PHI **Bullet points:** 5. Demographic information 6. Health insurance information 7. Financial information 8. Diagnoses and treatment plans 9. Medical test results 10. Medical history 11. Select next to continue	• Faded out background picture of something related to medicine, for example, a stethoscope. A white rectangular overlay that is semi-transparent is over the image. • OST 1 is written in the same style as the titles on the other slides, and centered at the top of the slide • Two rectangles are distributed horizontally below OST 1 • OST 2 is on the left rectangle • OST 3 is on the right rectangle • Both rectangles have a content related icon • A clipboard icon serves as each bullet point in both lists – there are three under OST 2 and three under OST3	• Next button is disabled. • The background image and OST 1 are on screen when slide begins • Rectangles with OST 2 and OST 3 fade in timed with audio • Clipboard bullets fade in at the same time as OST 4 • Each clipboard has a normal, hover, and visited state. • OST 5, 6, 7 appear under the "Patient Information" rectangle. • OST 8, 9, 10 appear under the "Medical Information" rectangle • Each bullet's text has its own layer and own audio layer so that they won't play over one another. • Base layer remains visible as each bullet point text is revealed • Learner can select the bulleted points in any order • Next button is enabled only after learner clicks on all six clipboard bullets, at which point OST 11 fades in. • Clicking the next button advances to slide 1.6

numbers, bank accounts, and outstanding loans. Information regarding any diagnoses and treatment plans Any past, or current medical test results The patient's medical history			

Slide Number: 1.6 **Title: Protecting PHI**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[NARRATOR] Under the HIPAA Privacy Rule, it is the responsibility of the health care provider to keep protected health information private and secure. This ensures the integrity and confidentiality of patient information. All forms of pee h eye, including spoken, paper, and electronic, must be protected. Select each tab for more information regarding ways to keep PHI private and secure.	**Title**: Protecting PHI 1. Responsibility of health care providers 2. PHI must be kept private and secure 3. All forms of PHI must be kept private and secure 4. Oral 5. Paper 6. Electronic 7. Select each tab for more detail. Tabs: 8. Talking to Patients 9. Paper Documents 10. Electronic Files	• Faded out background picture of something related to medicine, for example, a stethoscope. A white rectangular overlay that is semi-transparent is over the image. • Three vertical tabs on the right side of the screen with OST 8, 9, 10 on them.	• Next button is disabled • Title an image are on screen when slide begins • OST 2-7 fade in timed with audio • Each tab has a layer • Each rectangle (tab) has a hover and visited state • Next button is enabled only after learner clicks on all three tabs. At that time, OST 11 fades in • Advances to slide 1.7 by clicking on next button

	11. Select next to continue		
Slide 1.6 Layer 1, Talking to Patients			
Do not talk to patients in public areas, such as lobbies, hallways, or elevators. Ask your patient's permission to discuss protected health information in front of others, even family members. Be sure to close the door when talking to patients. Don't leave messages with protected health information on voicemail, and… Be sure to address patients by their first names only.	1. Do not talk to patients in public areas. 2. Ask permission to discuss PHI in front of others. 3. Close your door when talking to patients. 4. Don't leave PHI in voicemail messages. 5. Address patients by first names only. 6. Select next to continue	• Background image of a doctor and patient talking • Image is faded and has a semi-transparent rectangle over it where OST 1-5 will appear.	• Hide base layer • 'Talking with Patients' tab is on the left, in visited state • 'Paper Documents" and 'Electronic Files' tabs are on the right in normal state • Each OST fades in timed with audio and stays on screen until learner clicks a different tab or, if this layer is the last to be visited, the enabled next button. • If this layer is the last to be visited, OST 6 will slide onto the bottom of the semi-transparent rectangle from the right
Slide 1.6 Layer 2, Paper Documents			
Do not take protected health information out of the office, clinic, or hospital.	1. Do not take PHI out of the office, clinic, or hospital. 2. Shred PHI when no longer needed 3. Do not leave documents or files unattended at any time.	• Background image of a clipboard Image is faded and has a semi-transparent rectangle over it where OST 1-5 will appear.	• 'Talking to Patients' tab is on the left, but in normal state • 'Electronic Files' tab is on the right, in normal state • 'Paper Documents' tab is the left, in visited state.

Shred all protected health information that is no longer needed. Never leave documents or files containing protected health information unattended. Ensure that filing cabinets with medical records are locked at all times, and… Identify individuals with authority to grant access to medical records.	4. Filing cabinets with medical records must be locked. 5. Identify individuals with authority to grant access. 6. Select next to continue		• Each OST fades in timed with audio and stays on screen until learner clicks a different tab or, if this layer is the last to be visited, the enabled next button. • If this layer is the last to be visited, OST 6 will slide onto the bottom of the semi-transparent rectangle from the right
Slide 1.6 Layer 3, Electronic Files			
Password protect all files with individual passwords. Sign out immediately after closing medical files on any device. Be sure to use anti-virus software, data backups, and encryption. Ensure that all data is transmitted on a secure network, and… Report suspicious or unauthorized changes as soon as possible.	1. Password protect all files 2. Sign out after closing files on any device. 3. Use anti-virus software, data backups, and encryption. 4. Transmit data on secure networks only. 5. Report suspicious changes as soon as possible. 6. Select next to continue	• Background image of open laptop with medical records on screen visible • Image is faded and has a semi-transparent rectangle over it where OST 1-5 will appear.	• ‘Talking to Patients’ and ‘Paper Documents’ tabs are on the left, but in normal states • Electronic Docs/Files tab is also to the left, in visited state. • Each OST fades in timed with audio and stays on screen until learner clicks a different tab or, if this layer is the last to be visited, the enabled next button. • If this layer is the last to be visited, OST 6 will slide onto the bottom of the semi-transparent rectangle from the right

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Slide Number: 1.7 **Title: Knowledge Check 1**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[DR. Z,] Now it's time for a knowledge check to see how you are doing so far. I've run into my patient's daughter in the hall, and she asks has asked me to go over the results of her father's recent medical tests. How should I respond?	**Title**: Knowledge Check 1. I've run into my patient's daughter in the hall, and she asks has asked me to go over the results of her father's recent medical tests. 2. Select the response that follows the HIPAA privacy rule. 3. When finished, select the checkmark at the bottom right of the screen. 4. Sure – come down to my office and we can go over the result. 5. I have to call your father and ask permission to share the results with you.	• Hospital hallway with Dr. Z. • White semi-transparent rectangle over the right 50% of the image – this is where the text will appear • Dr. Z. is just to the left of center, on the image itself • A woman dressed casually appears to the left of Dr. Z • Two speech bubbles for Dr. Z. will appear – one with OST 4 and one with OST 5	• This slide can be made using the 'Pick One' option from the Freeform Question Quizzing slides. • The title, Dr. Z., and the background image are on the slide as it begins. • The semi-transparent white rectangle, the patient, and OST 1 fade in timed with audio • OST 1 fades in at the top of the semi-transparent rectangle, then moves down timed with "How should I respond" • Speech bubbles with OST 4 and OST 5 fade in in the upper half of the semi-transparent rectangle AFTER OST 1 has moved down • Both speech bubbles point to Dr • OST 5 is the correct choice • Learner will advance to incorrect layer (after clicking on OST 4) or correct layer (after clicking on OST 5)
Slide 1.7 Layer 1 "That's Right!"			
That's right! According the the HIPAA Privacy Rule, you must have the patient's permission to share protected health	1. That's right! According the HIPAA Privacy Rule, you must have the patient's permission to share PHI with others, even family members.	• Circle with checkmark in it • Continue button	• OST 1 and OST 2 on screen when timeline begins • Learner advances to slide 1.9 after clicking the 'continue' button

information with others, even family members.			
Slide 1.7 Layer 2 "Incorrect"			
Not quite. According the the HIPAA Privacy Rule, you must have the patient's permission to share protected health information with others, even family members	1. Incorrect 2. According the the HIPAA Privacy Rule, you must have the patient's permission to share PHI with others, even family members.	• Circle with X in it • Continue button	• OST 1 and OST 2 on screen when timeline begins • Learner advances to slide 1.9 after clicking the 'continue' button

Slide Number: 1.8 **Title: Knowledge Check 2**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[DR.Z.] Let's talk about protected health information, or PHI. Here are six examples of information you have for your patient. After identifying which four of these choices are examples of protected health information, please drag all four to the safe to ensure their security. When you are finished, please select the checkmark at the bottom right of the screen.	**Title**: Knowledge Check 1. Drag and drop the **four** examples of PHI into the safe below. 2. Health insurance Beneficiary 3. Email 4. College Attended 5. Social security number 6. Employment 7. Diagnosis and Treatment Plan 8. When finished, select the checkmark at the bottom right of the screen	• Image of papers/forms as background • Semi-transparent white rectangle overlay • Title in upper left corner • Dr. Z. facing front on the right of the slide • A second Dr. Z is on the right side of the slide, gesturing up towards the choices • A photo of a safe is in the lower left with OST 1 above it. • Choices are in squares that look like sheets of paper - 6 of them in a three by two arrangement	• This slide is a Free Form Questions Drag and Drop • The drop target is the photo of the safe • Title and Dr. Z. facing front are on the slide when timeline starts • The first Dr. Z. fades out as the Dr. Z. gesturing towards the choices fades in timed with audio • Each option OST 1-6 is on a different piece of paper and fade in timed with audio • OST 1, the image of the safe, and OST 8 fade in timed with audio • OST 2, 3, 5, 7 are the correct choices

			• Learner will see either the try again layer (after one failed attempt), incorrect layer (after two failed attempts), or correct layer after submitting answers.
Slide 1.8 Layer 1 "Try again"			
None	1. Try again! 2. PHI is any information that identifies a patient or can be used to make medical decisions about a patient.	• Circle with X in it • Try Again button	• Learner advances to slide 1.9 upon clicking the 'continue' button
Slide 1.8 Layer 2 "Correct"			
None	1. Correct 2. That's right! PHI includes any information that identifies a patient, or can be used to make medical decisions.	• Circle with checkmark in it • Continue button	• Learner advances to slide 1.10 after clicking the 'continue' button

Slide Number: 1.9 **Title: Knowledge Check 2**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
None	**Title**: Knowledge Check 1. Drag and drop the **four** examples of PHI into the safe below. 2. Health insurance Beneficiary 3. Email 4. College Attended 5. Social security number 6. Employment 7. Diagnosis and Treatment Plan 8. When finished, select the checkmark at the bottom right of the screen	• Duplicate of slide 1.8 that resets the choices.	• All the same end of slide 1.8 except: • Learner will see either the incorrect layer (this would be the second failed attempts), or correct layer after submitting answers.

Slide 1.9 Layer1 "Incorrect"			
None	1. Incorrect 2. You did not select the correct response. PHI includes any information that identifies a patient, or can be used to make medical decisions.	• Circle with X in it • Continue button	• Learner advances to slide 1.10 upon clicking the 'continue' button
Slide 1.9 Layer 2 "Correct"			
None	1. Correct 2. That's right! PHI includes any information that identifies a patient, or can be used to make medical decisions.	• Circle with checkmark in it • Continue button	• Learner advances to slide 1.10 after clicking the 'continue' button

Slide Number: 1.10 **Title: Notice of Privacy Practices**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[NARRATOR] The HIPAA privacy rule requires that patients be provided a copy of our Hospital's Notice of Privacy Practices before being seen by a medical professional. Select each icon below to learn what information is included in our notice of privacy practices.	**Title**: Notice of Privacy Practices 1. Patients must be provided a copy of our Hospital's Notice of Privacy Practices prior to being seen by a medical professional. 2. Select each icon below for more information 3. Select next to continue	• Next button is disabled • An icon for each policy described by the Notice of Privacy Practices. Each icon is related to the policy it reveals when clicked • Each icon has a normal, hover, and visited state • Hospital icon = Hospital layer • Paper document icon = Paper layer • Hospital bed icon = Patient layer • Concerned face icon = Concern layer • OST 2 and icons fade in timed with audio	• Next button is disabled • Title and OST 1 are on screen when timeline begins • Buttons with corresponding icon fade in at the same time with OST 2 • Buttons have a hover and visited state, and each has a layer • Next button is enabled only after learner clicks on all four icon buttons. At that time, OST 3 fades in. • Advances to slide 1.10 by clicking on next button

		• OST 3 animates in at bottom of slide and next button returns to normal after all four icons are in visited state.	
Slide 1.9 Layer Hospital			
Information regarding the hospital's duties with respect to patient privacy, including what protocols are in place to secure protected health information.	1. Our hospital's duties with respect to patient privacy and security of PHI.	• Base layer remains visible, as do any other layers already revealed.	• OST fades in timed with audio and stays on screen until learner clicks enabled next button.
Slide 1.9 Layer Paper			
Regulations regarding our hospital's use and disclosure of protected health information.	1. Regulations regarding the use and disclosure of PHI.	• Base layer remains visible, as do any other layers already revealed.	• OST fades in timed with audio and stays on screen until learner clicks enabled next button.
Slide 1.9 Layer Patient			
An outline of patient rights to regarding inappropriate use of their protected health information.	1. Patient rights regarding inappropriate use of PHI.	• Base layer remains visible, as do any other layers already revealed.	• OST fades in timed with audio and stays on screen until learner clicks enabled next button.
Slide 1.9 Layer Concern			
Description of the proper procedure by which patients can express concerns regarding the privacy and security of protected health information.	1. Procedure by which patients can express concerns about privacy.	• Base layer remains visible, as do any other layers already revealed.	• OST fades in timed with audio and stays on screen until learner clicks enabled next button.

Slide Number: 1.10 **Title: Release of Patient Information**

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Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[NARRATOR] There are procedures to follow when a patient requests a copy of their medical records [OST 3], and when a patient requests to withhold test results from their insurance provider[OST 4]. [OST 5] Select the scenario titles to learn more.	**Title**: Release of Patient Information 1. Procedure to Release Medical Records 2. Procedure for Requested Non-disclosure 3. I need a copy of my medical records. 4. My health insurance company can't know the MRI results. 5. Select each scenario to learn more 6. Select next to continue	• The slide is split in half, with a different semi-transparent) hospital scene on each half. • Title is centered at the top of the slide • Dr. Z. and patient (Marilyn) facing each other on the left with a button with OST 1 above them • Dr. Z. and a different patient (Andrew) facing each other on the right with a button with OST 2 above them • Dr. Z is closer to the center of the slide than either patient on each half. • OST 3 is in a speech bubble from the patient on the left (Marilyn) • OST 4 is in a speech bubble from the patient on the right (Andrew)	• Next button is disabled as timeline starts • Title, characters, and buttons are on slide as timeline begins • OST 3, 4 fade in timed with audio • Clicking OST 1 leads to slide 1.12, Patient Request for PHI • Clicking OST 2 leads to slide 1.11, Patient Request for Non-Disclosure • Learner must go to both slide 1.11 and 1.12 before the next button is enabled and OST 6 moves onto the slide from the right. • Clicking next takes the learner to slide 1.13

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Slide Number: 1.11 **Title: Patient Request for Non-disclosure**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[Dr. Z] Andrew, I have a few questions to ask in order to fulfill your request for non-disclosure. [Dr. Z] Did you pay out of pocket for your MRI? [Andrew] Yes, I did! [Dr. Z.] Great – I'm going to document your request in your medical record. [Dr. Z.] Now, please complete this Restriction Request Form [OST 8] Thank you! I'll take this over to the health information management department and they will determine if the request can be accommodated.	**Title**: Procedure for Requested Non-disclosure 1. Confirm that the patient has paid in full out of pocket. 2. Document the request in the patient's medical record. 3. Ask the patient to complete a Restriction Request Form. 4. The Health Information Management Department determines if the request can be accommodated. 5. Click here to return to the scenarios	• Same image on the right as slide 1.10. • Dr. Z's is closer to the center, Andrew is to the right of her. • To the left, there is a semi-transparent white box with the slide's title in it (Dr. Z. and Marilyn are gone) • OST 5 is a button that appears between Dr. Z. and Andrew	• Next button is removed • Title with semi-transparent white box, characters, and background image are on slide as timeline begins • Dr. Z starts of facing the learner, then 'turn's to talk to Andrew prior to OST 1. • OST 1, 2, 3, 4 are numbered steps and are timed to fade into the semi-transparent white box on the left **after** Dr. Z.'s corresponding audio • OST 5 appears after OST 4 is on screen • Clicking OST 5 leads back to slide 1.10
Slide Number: 1.12 **Title: Patient Request for PHI**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[Dr. Z.] Marilyn, please complete this release of records authorization form.	**Title**: Procedure for Requested Non-disclosure 1. First, have the patient complete an authorization form.	• Background image of a Dr. office or room in hospital. • Dr. Z. and Marilyn characters are facing each other to the left of center. Dr. Z's back is	• Next button is removed • Title with semi-transparent white box, characters, and background image are on slide as timeline begins

[Dr. Z.] May I please see your ID to verify your identity? [Dr. Z.] I need to remember to only release the specific information she needs [Dr. Z] Marilyn, how should we send you your records? [Marilyn] Please send a secure email.	2. Verify the identity of the patient requesting the form. 3. Be sure to release only the necessary information to meet the patient's needs. 4. Give full access to the information in any format the patient requests, such as in a secure email, an encrypted USB drive, or a hardcopy. 5. Click here to return to the scenarios	closer to the center, Marilyn is to the left of her. • To the left, there is a semi-transparent white box with the slide's title in it. (Dr. Z. and Andrew are gone) • OST 5 is a button that appears between Dr. Z. and Marilyn	• OST 1, 2, 3, 4 are numbered steps and are timed to fade into the semi-transparent white box on the left **after** Dr. Z.'s corresponding audio • Marilyn's last audio begins after OST 4 appears. • OST 5 appears after Marilyn's final audio is on screen • Clicking OST 5 leads back to slide 1.10
Slide Number: 1.13 **Title: Summary**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[NARRATOR] The following topics have been covered in this HIPAA compliance training. [OST 2] The purpose of the HIPAA privacy Rule. [OST 3] What is and is not considered protected health information. [OST 4] How medical professionals can best keep protected health information private and secure.	**Title**: Summary 1. The following topics have been covered in this HIPAA compliance training: 2. The purpose of the HIPAA Privacy Rule. 3. Examples of protected health information (PHI). 4. How to keep PHI private and secure. 5. Outline of Hospital X's Notice of Privacy Practices. 6. Procedures to process patient requests regarding their protected health information.	• Image of stethoscope	• The image, title, and OST 1 are on screen when slide begins • Image is on the right half of the screen and text will be on the left. • OST 2-6 have checkmark bullet points • OST 2 -6 fade in timed with the audio, stay until the end of the slide. • Slide automatically advances to 1.14

[OST 5] The information included in our hospitals' notice of privacy practices, and [OST 6] How to process patients' requests regarding their protected health information.			

Slide Number: 1.14 **Title: Quiz Introduction**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
[DR. Z.] You will now take a five-question assessment. You need at least an 80% on this assessment to pass. If you do not pass, you will be able to review your answers before trying again. You may retake this assessment until you receive a passing grade. Please select Start the Assessment to begin.	1. You will now take a five-question assessment. 2. You need to earn at least an 80% on this assessment to pass. 3. If you do not pass, you will be able to review your answers before trying again 4. You may retake this assessment until you receive a passing grade. 5. Start the Assessment	• Background image of hospital waiting area with Dr. Z. smiling, facing front, standing next to the elevator. (Same as slide 1.3) • Speech bubbles for Dr. Z • A second Dr. Z. holding a sign with OST 4 as a button with hover and visited states on it.	• The image and Dr. Z are on screen as timeline begins. • OST 1-4 are timed with the audio and speech bubbles • Dr. Z. holding the 'Start the Assessment' sign fades in right before OST 5 and button do • Slide advances to 1.15 (Q1) after learner clicks on Start the Assessment button

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Slide Number: 1.15 **Title: Q1**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
None	1. Select the folder that correctly states what PHI stands for. 2. PHI 3. Patient Health Inquiry 4. Personal Health Information 5. Protected Health Information 6. Primary Hospital Index 7. When finished, select the checkmark to submit	• Background is color EDF6F9 • On the left is a photo of a filing cabinet • Semi-transparent white rectangle over the background and filing cabinet • The question (OST 1) is in a box (006D77) centered at the top of the slide • On the right of the filing cabinet are photos of four manilla folders. Each has OST 2 on their tab, and each has one of OST 3, 4, 5, 6. • OST 7 is at the bottom right of the slide.	• This is a hotspot slide. There is a hotspot over each manilla folder • Everything is on the screen from the beginning • Correct answer is the folder with OST 5 • Learner advances to slide 1.16 (Q2) upon clicking submit

Slide Number: 1.16 **Title: Q2**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
None	1. Which of the following correctly states the purpose of the HIPAA Privacy Rule? Please drag and drop the correct statement into the open space below. 2. Ensures that patient protected health information is kept private and secure.	• Background is a photo related to medicine in some way. • Semi-transparent white rectangle over the background • Dr. Z character is on the left in an inquisitive pose. • The question (OST 1) is in a box (006D77) centered at the top of the slide	• Everything is on the slide as timeline begins • This is a wordbank question • Correct answer is OST 2 • Learner advances to slide 1.17 (Q3) upon clicking submit

	3. Certifies HIPAA compliance by employees of any health care facility. 4. Allows patients unlimited access to their medical records at any time with request. 5. Provides extra protection for mental health information. 6. When finished, select the checkmark to submit	• The empty 'bubble' where the answer will be moved to is under the question, with the choices OST 2-5 below • OST 7 is at the bottom right of the slide.	

Slide Number: 1.17 **Title: Q3**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
None	1. I have some medical records the hospital no longer needs. What should I do with them? 2. File them in the patient's medical file. 3. Shred them. 4. Throw them away at home. 5. Give them to the patient. 6. When finished, select the checkmark to submit	• Background is a photo of a hospital building • Semi-transparent white rectangle over the background • Dr. Z character is on the left in a pose holding files • The question (OST 1) is in a box (006D77) centered at the top of the slide • The four choices (OST 2-5) are below the question • OST 6 is at the bottom right of the slide.	• This is a multiple-choice question • Everything is on the screen from the beginning • Correct answer is OST 3 • Learner advances to slide 1.18 (Q4) upon clicking submit

Slide Number: 1.18 **Title: Q4**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
None	1. Drag and drop THREE statements below that are included in our hospital's Notice of Privacy Practices. 2. NOTICE OF PRIVACY PRACTICES 3. Procedure by which patients can express concerns about PHI. 4. Hospital's role in the privacy and security of patient PHI. 5. Hospital's rights to ownership of patient PHI. 6. Patient rights to privacy screens and/or private rooms. 7. Regulations regarding the use and disclosure of patient PHI. 8. When finished, select the checkmark to submit	• Background is a photo of a cork board • Semi-transparent white rectangle over the background just to dull the business of the cork texture • There is a piece of white paper with a push pin 'holding' it to the cork board on the left side of the screen – this has OST 2 at the top • The question (OST 1) is in a box (006D77) centered over the right of the screen • The five choices (OST 3-7) are under the question, each on a photo of a yellow post it note with a push pin at the top • OST 8 is at the bottom right of the slide.	• This is a drag and drop question • Everything is on the screen from the beginning • Drop target is the piece of white paper on the left • Learner drags the post it notes • Correct answers are OST 3, 4, 7 • Learner advances to slide 1.18 (Q5) upon clicking submit

Slide Number: 1.19 **Title: Q5**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
None	1. I have a patient who wants to withhold their blood test results from their insurance provider. There are four steps, listed below, that are required to file a Request for Non-	• Background is a photo with some vials of blood • Semi-transparent white rectangle over the background	• This is a drag into sequence question • Everything is on the screen from the beginning • The order of OST 2-5 as written in this storyboard is the correct order.

	Disclosure. Please put them in the correct sequence. 2. Confirm that the blood test was paid for out of pocket 3. Record the patient's request in their medical record. 4. Have the patient complete a "Request for Non-Disclosure" form. 5. Take the form to the Health Information Management Department. 6. When finished, select the checkmark to submit	• The question (OST 1) is in a box (006D77) centered at the top of the screen • Dr. Z. is under the question, to the posing as if asking the question. • The four choices (OST 2-5) are to the right of Dr. Z. • OST 6 is at the bottom right of the slide.	• Learner advances to slide 1.20 (Results) upon clicking submit

Slide Number: 1.20 **Title: Results**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
None	**Title**: Results 1. Your Grade: 2. Passing Grade: 3. Review Assessment 4. Retake Assessment	• Review Assessment [OST 1] button just left of center • Retake Assessment [OST 2] button just right of center	• Title in upper left corner • Review and Retake Assessment buttons have hover and visited states • Disable next button on this slide if results.score is less than 80%.
Slide 1.20 Layer "Success"			
None	1. Congratulations on passing the assessment!	Green checkmark to the left of OST 1	• This layer is shown when results.score is greater than or equal to 80% • Base layer is hidden • Learner automatically advances to slide 1.21 (Congrats)

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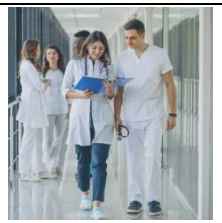
Slide 1.20 Layer "Failure"			
You did not earn a passing grade of 100%. Please try again.	1. You did not earn a passing grade of 100%. Please try again.	Red X to the left of OST 1	• This layer is shown when results.score is less than 80% • Base layer with button is visible • Clicking the review button allows the learner to review the correct and incorrect answers • Clicking the retake button resets the results and takes learner to slide 1.15

Slide Number: 1.21 **Title: Congratulations**			
Audio (A):	**On Screen Text (OST):**	**Images/Graphics:**	**Programming/Animation Notes:**
Congratulations! You have completed the HIPAA compliance training. Please select exit button to exit the course.	1. Congratulations! You have completed the HIPAA Compliance Training. 2. Exit	Image on right side of screen  OST 1 in box on left side, larger font OST 2 is a button underneath the OST 1 box	• The image is on the screen at beginning of timeline • OST 1 fades in timed with audio • OST 2 button fades in timed with audio • Learner exits course upon clicking the Exit button