HIPAA Responsibilities and Considerations for Pharmacy Technicians—Design Document

Business Purpose	Community Pharmacy owns several stores in their tri-county service area. They have noticed some inconsistencies in how well pharmacy technicians from different stores understand their responsibilities in upholding HIPAA regulations. The company would like to standardize HIPAA training for pharmacy technicians so that all employees, regardless of the store they work at, receive the same training. In addition, HIPAA regulations cover much more than topics specifically applicable to pharmacy technicians, so Community Pharmacy would like training that centers on the content that is most applicable for this group of employees.
Target Audience	All pharmacy technicians employed by Community Pharmacy
Training Time	Approximately 60 minutes.
Training Recommendation	In addition to their need to standardize training across multiple stores, Community Pharmacy also wants to instill a sense of camaraderie amongst their technicians, who sometimes fill in for each other at the different locations. To meet this need, as well as the need to standardize training, a virtual led instructor training (vILT) course is recommended. Given the relatively small number of technicians who need to complete the training (approximately 20 technicians), a vILT will allow this group to attend the training together from their current store locations by removing the need for them to travel to one location. This benefits the pharmacy chain, as they can close all locations for a short amount of time (e.g., for a couple of hours in the morning or afternoon) and then remain open the rest of the day. If technicians traveled to one location, some of the stores would have to close for the entire day, which would not serve their communities well.

Deliverables	• 1 vILT course
	  ◦ Powerpoint slide deck
	  ◦ Facilitator's guide
	  ◦ Job aid—Summary of Best Practices

Learning Objectives	By the conclusion of this training, participants will be able to: • State the main goals of HIPAA • Describe the basic functions of the HIPAA Privacy and Security Rules • Provide examples of when PHI can be disclosed without authorization • Differentiate between Tier 1, 2, 3, and 4 HIPAA violations • List best practices for upholding HIPAA in the pharmacy setting

HIPAA Responsibilities and Considerations for Pharmacy Technicians—Design Document

Training Outline	• **Introduction**
	◦ Welcome and Logistics
	◦ Learning Objectives
	◦ Agenda
	• **Topic: HIPAA overview**
	◦ Why was HIPAA developed?
	◦ How does HIPAA apply to pharmacies?
	• **Topic: HIPAA Privacy Rule**
	◦ What does the Privacy Rule cover?
	◦ PHI definition and examples
	◦ Patient Rights
	◦ Disclosure of PHI
	• **Topic: HIPAA Security Rule**
	◦ What does the Security Rule cover?
	◦ Applications to the work setting
	• **Topic: HIPAA Violations**
	◦ Official definition of a breach
	◦ Factors that determine whether a breach has taken place
	◦ HIPAA Violation Tiers
	• **Topic: Application of HIPAA to Pharmacy Technicians**
	◦ Most common employee HIPAA violations
	◦ Examples of violations
	- Improper disposal of old pill bottles (CVS and Rite Aid)
	- Accessing non-patient records (Walgreens)
	- Leaving patient info. unsecured/having public conversations containing PHI (Walgreens)
	- Accessing celebrity records (Cedars-Sinai Medical Center; UCLA Health)
	◦ Best practices for pharmacy technicians
	• **Conclusion**
	◦ Summary of Key takeaways
	◦ Questions
	◦ Thank you/Congratulations