

## HIPAA RESPONSIBILITIES AND CONSIDERATIONS FOR PHARMACY TECHNICIANS



<b>Producer: Pre-work</b>	<ul style="list-style-type: none"> <li>• Prep two Zoom polls for slides 4 and 17; responses should be anonymous; correct answers are indicated in bold font. <ul style="list-style-type: none"> <li>◦ Poll for slide 4: “What year was the Health Insurance Portability and Accountability Act (HIPAA) enacted?” Options: a) 2006; b) 1986; <b>c) 1996</b>; d) 2016</li> <li>◦ Poll for slide 17: “True or False?”; Options: True; <b>False</b></li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• As participants enter the meeting, please make sure their microphones are muted.</li> </ul>
	<ul style="list-style-type: none"> <li>• Have an internet browser open. There may be occasions where the facilitator asks you to do an internet search to find an answer to a question that arises during the training.</li> </ul>
	<ul style="list-style-type: none"> <li>• There is a job aid associated with this course. Please be ready to share the PDF file with participants by posting it in the chat at the end of the training.</li> </ul>

<b>Facilitator Pre-Work:</b>	<ul style="list-style-type: none"> <li>• This guide was developed with the purpose of delivering this course via Zoom, but it can also be used for classroom training with the following considerations: <ul style="list-style-type: none"> <li>◦ Polls and activity questions will be asked directly rather than using the Zoom polling and chat functions</li> <li>◦ A whiteboard may be used to keep track of user-generated lists to some of the activity questions</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• Open the PowerPoint file associated with the training and share your screen in Zoom. Make sure the chat panel is visible so that you can monitor responses to some of the activity questions.</li> </ul>
	<ul style="list-style-type: none"> <li>• Some key talking points and questions are included in the presentation, but please feel free to add your own commentary or questions as well.</li> </ul>

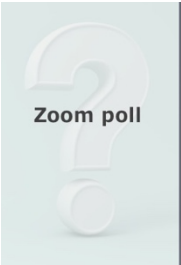
Session #1		
Slides	Approximate Timing	Topic
1-3	4 min.	Welcome/Session Agenda/Course Objectives
4-8	11 min.	HIPAA Overview
9-14	12 min.	HIPAA Privacy Rule
15-17	7 min.	HIPAA Security Rule

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18-19	7 min.	HIPAA Violations
20-23	9 min.	Application of HIPAA to Pharmacy Technicians
24-25	5 min.	Summary/Session Wrap-Up
<b>Total:</b>	~ 55-60 minutes	

Slide#/ Duration	Slide	Facilitator Notes	Producer Notes
1/<2 min.		<b>DO:</b> <ul style="list-style-type: none"> <li>- Welcome learners</li> <li>- Introduce yourself</li> <li>- Remind learners the session will be recorded and available for review</li> <li>- When it is time to begin the session, advance to the next slide</li> </ul>	<b>DO:</b> <ul style="list-style-type: none"> <li>- Check for facilitator readiness</li> <li>- Greet learners who arrive early and let them know session will begin soon</li> <li>- Remind everyone they should remain on mute unless called upon</li> </ul>
2/ 1 min.		<b>SAY:</b> Here is our plan for today's training.  <b>DO:</b> <ul style="list-style-type: none"> <li>- Read session agenda</li> </ul> <b>SAY:</b> As we go along, if you have any questions or comments, please use the raise hand icon. I'll call on you. You can then unmute yourself and respond. Please try to remember to mute yourself afterwards.  <b>[ADVANCE SLIDE]</b>	<b>DO:</b> <ul style="list-style-type: none"> <li>- As session progresses, monitor the participant list. If a learner unmutes themselves to ask/respond to a question, make sure they are muted again afterwards</li> </ul>

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3/1 min.	<div> <p>By the conclusion of today's session, you will be able to:</p> <ul style="list-style-type: none"> <li>• State the main goals of HIPAA</li> <li>• Describe the basic functions of the HIPAA Privacy and Security Rules</li> <li>• Provide examples of when Personal Health Information (PHI) can be disclosed without authorization</li> <li>• Differentiate between Tier 1, 2, 3, and 4 HIPAA violations</li> <li>• List best practices for upholding HIPAA in the pharmacy setting</li> </ul> </div> <div>Course Objectives</div>	<p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- List course objectives</li> </ul> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	
4/2 min.	<div>  <p><b>Zoom poll</b></p> <p>What year was the Health Insurance Portability and Accountability Act (HIPAA) enacted?</p> <p>a) 2006 b) 1986 c) 1996 d) 2016</p> <p><b>Activity Instructions:</b></p> <ul style="list-style-type: none"> <li>• After the Zoom poll is launched, answer the question by clicking on your answer choice</li> <li>• Results are anonymous</li> </ul> </div>	<p><b>SAY:</b></p> <p>Let's do a quick poll to start us off.</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Read the activity instructions</li> <li>- Read the poll question to the learners</li> <li>- After producer shares the poll results, review the results with learners and indicate that the correct answer is 1996</li> </ul> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- After the facilitator finishes reading the activity instructions, launch the poll.</li> <li>- After all participants have answered, share the screen so everyone can see the results.</li> </ul>
5/2 min.	<div> <p><b>1 HIPAA Overview</b></p> <p>Health Insurance Portability and Accountability Act of 1996</p> <p><b>Enacted to:</b></p> <ul style="list-style-type: none"> <li>- adopt national standards for electronic health care transactions</li> <li>- protect personally identifiable health information (PHI)</li> <li>- protect insurance coverage for workers/families who change jobs</li> </ul> <p><b>Overall Goals:</b></p> <ul style="list-style-type: none"> <li>- to limit the use of PHI to those with a "need to know"</li> <li>- to penalize those who don't comply with confidentiality regulations</li> </ul> </div>	<p><b>SAY:</b></p> <p>HIPAA was enacted for several reasons. One of these was to protect personal health information, also known as PHI, from unauthorized sharing or other uses. The law also sought to ensure continuity of insurance coverage when workers change jobs so employees didn't feel "locked in" to a job just to avoid losing health benefits. HIPAA's main goals are to limit the use of PHI to those who "need to know" it, and to establish standard consequences for organizations who abuse the law.</p> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	



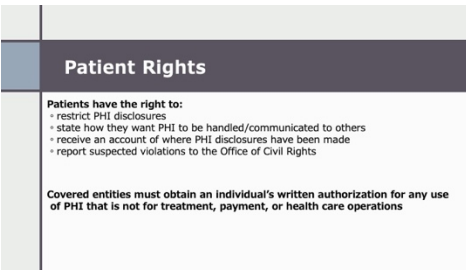
## HIPAA RESPONSIBILITIES AND CONSIDERATIONS FOR PHARMACY TECHNICIANS

6/2-3 min.	<div data-bbox="289 142 758 410"> <div>Why does HIPAA apply to pharmacies?</div> <div>HIPAA applies to "Covered Entities"</div> <div>people/organizations that transmit any information in electronic form</div> <div> <div>Activity: Name some of the covered entities HIPAA applies to.</div> <div>Activity Instructions:</div> <div>Put your answers in the chat.</div> </div> </div>	<p><b>SAY:</b> HIPAA regulations apply to what it calls "covered entities", which are organizations who transmit PHI via electronic means. Let's see if we can build a list of covered entities before continuing.</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Read activity instructions.</li> <li>- Give learners approximately 30 seconds to complete activity, or less if all respond more quickly.</li> <li>- Point out/highlight several learner responses as they complete activity</li> </ul> <p><b>SAY:</b> Let's see how you did with your responses by comparing them to this list.</p> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	<p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Monitor chat/discussion for technical issues utilizing Zoom chat function</li> </ul>
7/1 min.	<div data-bbox="289 906 758 1174"> <div>Examples of Covered Entities</div> <div> <ul style="list-style-type: none"> <li>Pharmacies</li> <li>Physicians</li> <li>Clinics</li> <li>Dentists</li> <li>Chiropractors</li> <li>Psychologists</li> <li>Nursing Homes</li> </ul> </div>  </div>	<p><b>SAY:</b> This is not an exhaustive list of all covered entities who must abide by HIPAA, but note that pharmacies are on the list. This means that as pharmacy employees, you must abide by HIPAA regulations at all times.</p> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	

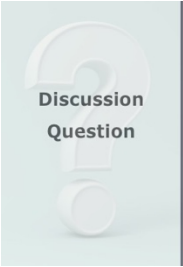
## HIPAA RESPONSIBILITIES AND CONSIDERATIONS FOR PHARMACY TECHNICIANS

8/2-3 min.	<div data-bbox="289 147 464 410"> <p><b>The FIVE HIPAA RULES</b></p> <p>For this training, we will focus only on the <b>Privacy</b> and <b>Security</b> Rules</p> </div> <div data-bbox="474 147 741 410"> <ul style="list-style-type: none"> <li> <b>Privacy Rule</b> • limits access to PHI</li> <li> <b>Security Rule</b> • establishes safeguards to protect PHI</li> <li> <b>Breach Notification Rule</b> • requires notification of breaches within 60 days</li> <li> <b>Enforcement Rule</b> • dictates how investigations occur</li> <li> <b>Omnibus Rule</b> • requires organizations to comply with patient requests</li> </ul> </div>
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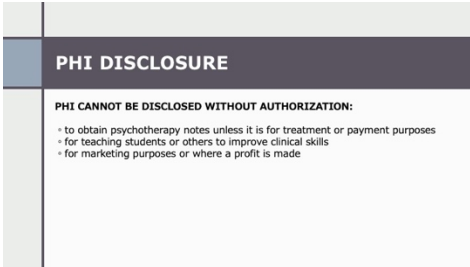
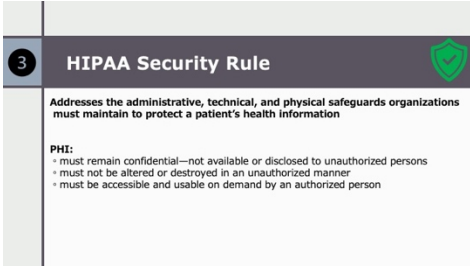
## HIPAA RESPONSIBILITIES AND CONSIDERATIONS FOR PHARMACY TECHNICIANS

		<p>- Point out/highlight several learner responses as they enter examples in the chat</p> <p><b>SAY:</b> OK, let's compare your answers to the list on the next slide.</p> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	
10/1-2 min.	 <div> <p><b>PERSONALLY IDENTIFIABLE INFORMATION (PHI)</b></p> <p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>• patient name</li> <li>• address</li> <li>• dates (except years) specific to individual</li> <li>• phone or fax number</li> <li>• email address</li> <li>• social security number</li> <li>• medical record number</li> <li>• health plan beneficiary number</li> <li>• web URLs or IP address</li> <li>• device identifiers/serial numbers</li> <li>• vehicle identifiers (license plate, etc.)</li> <li>• biometric identifiers (fingerprints, retinal scan, etc.)</li> <li>• full-face photos</li> <li>• any other unique code/identifier</li> </ul> </div>	<p><b>DO:</b></p> <p>- Highlight any PHI examples that learners did not come up with during the chat activity</p> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	
11/1 min.	 <div> <p><b>WHERE IS PHI FOUND?</b></p> <p><b>Examples of documents containing PHI:</b></p> <ul style="list-style-type: none"> <li>• health records</li> <li>• health history</li> <li>• lab test results</li> <li>• medical bills</li> </ul> </div>	<p><b>SAY:</b> So, what types of documents contain PHI? Obviously, this is not a complete list, but it does focus on types of documents you may encounter during your daily duties.</p> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	
12/2 min.	 <div> <p><b>Patient Rights</b></p> <p><b>Patients have the right to:</b></p> <ul style="list-style-type: none"> <li>• restrict PHI disclosures</li> <li>• state how they want PHI to be handled/communicated to others</li> <li>• receive an account of where PHI disclosures have been made</li> <li>• report suspected violations to the Office of Civil Rights</li> </ul> <p><b>Covered entities must obtain an individual's written authorization for any use of PHI that is not for treatment, payment, or health care operations</b></p> </div>	<p><b>SAY:</b> Another thing the Privacy Rule does is to spell out the rights patients have when it comes to the use of their PHI.</p> <p><b>DO:</b></p> <p>- Read list of patient rights</p> <p><b>SAY:</b> It is important to note that covered entities must get written authorization before accessing any PHI</p>	

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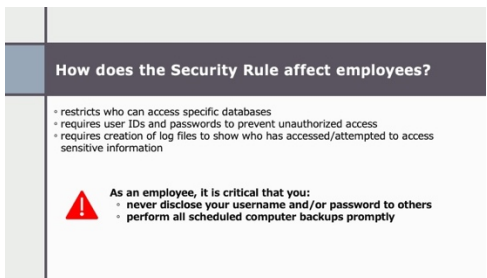
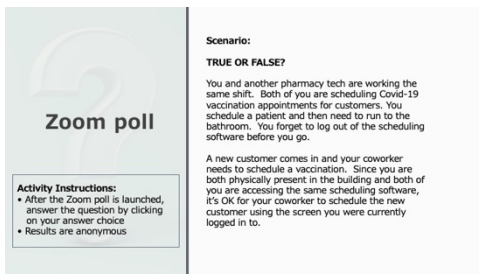
		that is not specifically needed for treatment, payment, or other health care operations.	
		<b>[ADVANCE SLIDE]</b>	
13/3-4 min.	 <div style="display: inline-block; vertical-align: top; margin-left: 10px;"> <p><b>Scenario:</b> A woman without identification was struck by a car and is in a coma. Can the hospital release the woman's photo and medical condition to the press to try to find her relatives?</p> <p><b>Activity Instructions:</b></p> <ul style="list-style-type: none"> <li>• Use the "raise your hand" button in the Zoom controls.</li> <li>• Wait for the facilitator to call on you before taking yourself off mute.</li> </ul> </div>	<p><b>SAY:</b> Let's pause for a minute and try to apply what we've learned so far. Here is a scenario:</p> <p><b>DO:</b> - Read scenario</p> <p><b>SAY:</b> Let's see what you think. Please use the raise your hand icon. I'll call on you and you can unmute yourself and answer.</p> <p><b>DO:</b> - Try to stimulate discussion: have more than one learner respond, ask for corroboration, etc. Ask learners to explain why they chose their answer(s) - The correct answer to this question is <b>"Yes"</b>. - If learners do not know <i>why</i> the answer is yes, make sure to review the following: <b>PHI can be disclosed without an individual's permission when it is necessary for law enforcement purposes to try to identify an individual.</b></p> <p><b>SAY:</b> While there are several situations that PHI can be disclosed without written authorization, there are also some exceptions. Let's take a look at some examples on the next slide.</p>	<p><b>DO:</b> - Monitor discussion and make sure all learners are muted when the facilitator advances to the next slide</p>

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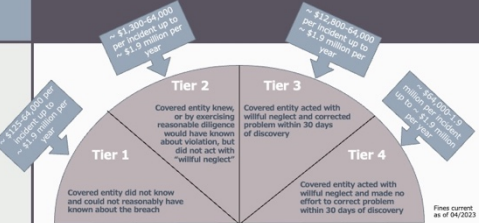
		[ADVANCE SLIDE]	
14/1-2 min.		<p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Read slide</li> </ul> <p><b>SAY:</b></p> <p>Before we move on to the Security rule, does anyone have questions about the Privacy rule?</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Answer any questions that arise</li> <li>- If a question arises that you can not answer, ask facilitator to search for an answer and tell the group you will report back at a later point in the session if an answer is found.</li> </ul> <p style="text-align: center;">[ADVANCE SLIDE]</p>	<p><b>DO:</b></p> <p>-If facilitator does not know the answer to a question that arises, try to do an internet search to find an answer. These answers can be reviewed at a later point in the session if time allows.</p>
15/1 min.		<p><b>SAY:</b></p> <p>Let's move on to the HIPAA Security Rule. This rule spells out the types of safeguards organizations must have in place to protect a patient's PHI.</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Read "PHI" list</li> </ul> <p style="text-align: center;">[ADVANCE SLIDE]</p>	



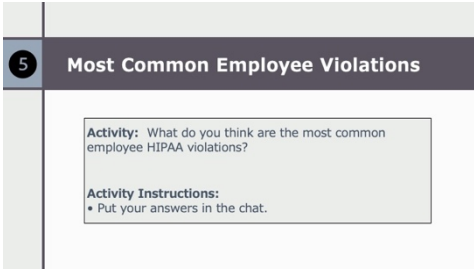

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<p>16/1-2 min.</p>		<p><b>SAY:</b> How does this rule affect you as a pharmacy technician? Basically, it is this rule that requires organizations to restrict access to patient databases, require user ID and passwords, and to keep logs of when PHI is accessed and who accesses it.</p> <p><b>DO:</b> - Read statements in bold type</p> <p style="text-align: center;"><b>[Advance Slide]</b></p>	
<p>17/5 min.</p>		<p><b>SAY:</b> Let's do another application question. I will read the scenario, and then launch a Zoom poll so you can answer. The results will be anonymous.</p> <p><b>DO:</b> - Read scenario - Producer will share poll results after all learners have responded. - The correct answer to this question is "False". - Ask learners why the answer is false; review why if needed. <b>The answer is false because the HIPAA security rule requires users to utilize their own credentials when accessing patient databases. You must always log in to your own account before accessing.</b> - Let producer know when you want to quit sharing the poll results and are ready to advance to the next slide.</p> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	<p><b>Do:</b> - After the facilitator finishes reading the scenario, launch the poll. - After all participants have answered, share the screen so everyone can see the results. - When the facilitator indicates, stop the poll share so the facilitator can advance the slide deck</p>

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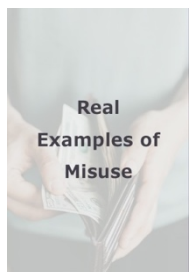
18/2 min.	<div data-bbox="279 139 758 412"> <div>4</div> <h3>HIPAA Violations</h3> <p><b>Breach:</b> unpermitted use or disclosure that compromises the privacy or security of PHI</p> <p><b>Determining factors:</b></p> <ul style="list-style-type: none"> <li>• nature and extent of PHI info involved</li> <li>• who the unauthorized person is</li> <li>• whether the PHI was actually acquired or viewed</li> <li>• extent to which risk to PHI has been mitigated</li> </ul>  </div>	<p><b>SAY:</b> Now it's time to turn our attention to what happens if you violate HIPAA regulations. Breaches are officially defined as any unpermitted use or disclosure that compromises the privacy or security of PHI. Important factors that dictate whether an official breach has happened are:</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Read list of determining factors</li> </ul> <p><b>SAY:</b> Based on these factors, penalties for HIPAA violations are structured in four different categories.</p> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	
19/5 min.	<div data-bbox="279 821 758 1094"> <h3>Penalties for Violations</h3>  <p><b>Tier 1:</b> Covered entity did not know and could not reasonably have known about the breach. Penalties: \$1,000 - \$50,000 per violation up to \$50,000 per year.</p> <p><b>Tier 2:</b> Covered entity knew or by exercising reasonable diligence would have known about violation, but did not act with "willful neglect". Penalties: \$10,000 - \$100,000 per violation up to \$100,000 per year.</p> <p><b>Tier 3:</b> Covered entity acted with willful neglect and corrected problem within 30 days of discovery. Penalties: \$10,000 - \$100,000 per violation up to \$100,000 per year.</p> <p><b>Tier 4:</b> Covered entity acted with willful neglect and made no effort to correct problem within 30 days of discovery. Penalties: \$100,000 - \$1,000,000 per violation up to \$1,000,000 per year.</p> <p><small>Fines current as of 04/2023</small></p> </div>	<p><b>SAY:</b> There are 4 tiers of HIPAA violations and penalties that are based upon the severity of the breach. Tier 1 is the least severe and Tier 4 is the most severe.</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Review definition and penalty of each tier in order, 1-4.</li> <li>- Check in with learners to see if there are any questions before moving on.</li> <li>- If a question arises that you can not answer, ask facilitator to search for an answer and tell the group you will report back at a later point in the session if an answer is found.</li> </ul>	<p>-If facilitator does not know the answer to a question that arises, try to do an internet search to find an answer. These answers can be reviewed at a later point in the session if time allows.</p>

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		[ADVANCE SLIDE]	
20/2 min.	 <p><b>5 Most Common Employee Violations</b></p> <p><b>Activity:</b> What do you think are the most common employee HIPAA violations?</p> <p><b>Activity Instructions:</b></p> <ul style="list-style-type: none"> <li>Put your answers in the chat.</li> </ul>	<p><b>SAY:</b> What do you think are the most common employee violations? Put your answers in the chat.</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Give learners approximately 30 seconds to complete activity, or less if all respond more quickly.</li> <li>- Highlight/recap answers from chat before moving on.</li> </ul> <p><b>SAY:</b> Let's see how many of the violations you thought of.</p> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	<p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Monitor chat/discussion for technical issues utilizing Zoom chat function</li> </ul>
21/2 min.	 <p><b>MOST COMMON EMPLOYEE VIOLATIONS</b></p> <ul style="list-style-type: none"> <li>snooping on healthcare records</li> <li>emailing PHI to personal email account/removing PHI from healthcare facility</li> <li>leaving portable devices and paperwork unattended</li> <li>releasing patient information to unauthorized individual or without authorization</li> <li>disclosing PHI to third parties</li> <li>impermissible disclosures of patient health records</li> <li>downloading PHI onto unauthorized devices</li> </ul>	<p><b>SAY:</b> Here's the list of the most common employee HIPAA violations.</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Read list; make sure to highlight any violation that learners did not come up with during the previous activity</li> </ul> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	

## HIPAA RESPONSIBILITIES AND CONSIDERATIONS FOR PHARMACY TECHNICIANS

22/5-6  
min.



- Improper disposal of old pill bottles
  - CVS (2009) fined \$2.25 million
  - Rite Aid (2010) \$1 million settlement
- Unauthorized access of PHI
  - Walgreens fined \$1.4 million
- PHI accessible to unauthorized individuals
  - Walgreens "Well experience" program
- Unauthorized access of celebrity PHI
  - UCLA Health System (2008)
  - Cedars-Sinai Medical Center (2013)

### SAY:

Here are some actual examples of violations from companies you've probably heard of.

### EXPLAIN:

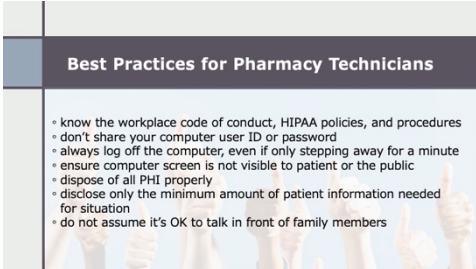
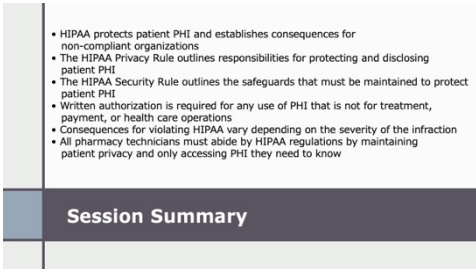
-Bullet #1: In the first case, in 2009, reporters doing an exposé found old CVS pill bottles in a dumpster that still had intact labels with patient PHI on them. CVS was fined \$2.25 million. A similar incident occurred with Rite Aid in 2010. They reached a \$1 million settlement.

-Bullet #2: Another example has to do with unauthorized access to PHI. A pharmacist in a Walgreens in Indiana decided to look up the prescription records of a woman who used to date her husband. This woman was not under the pharmacist's care, so there was no reason she should have accessed the information. Even though the woman admitted she knew she was breaking Walgreens rules, the company itself was fined \$1.4 million

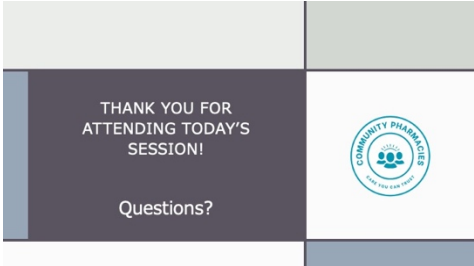
-Bullet #3: Another Walgreens example: Walgreens initiated a "Well experience" program that moved pharmacist desks to the front counter so they were in closer direct contact with the public. It was found that 80% of the locations that implemented the program left PHI visible to customers and that in 50% of the locations prescriptions were left unattended and within reach of the public.

-Bullet #4: Finally, our last example took place in a hospital, but hopefully you can see how it could easily apply to pharmacies and pharmacy employees. At UCLA in 2008, several employees

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		<p>were found to have accessed medical records for Maria Shriver and Britney Spears, among other celebrities. These celebrities were not under the care of the employees involved. A similar incident occurred at Cedars-Sinai Medical Center. Six physicians were fired for accessing Kim Kardashian's medical records shortly after she gave birth. Again, the physicians were not involved in Ms. Kardashian's care at the time.</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Pause and ask for questions, comments, anecdotes, etc.</li> </ul> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	
23/2 min.	 <p><b>Best Practices for Pharmacy Technicians</b></p> <ul style="list-style-type: none"> <li>• know the workplace code of conduct, HIPAA policies, and procedures</li> <li>• don't share your computer user ID or password</li> <li>• always log off the computer, even if only stepping away for a minute</li> <li>• ensure computer screen is not visible to patient or the public</li> <li>• dispose of all PHI properly</li> <li>• disclose only the minimum amount of patient information needed for situation</li> <li>• do not assume it's OK to talk in front of family members</li> </ul>	<p><b>SAY:</b></p> <p>Now that we've talked about what not to do, let's look at a list of best practices you should follow while working at your pharmacy.</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Read list</li> <li>- Ask for questions before continuing</li> </ul> <p style="text-align: center;"><b>[ADVANCE SLIDE]</b></p>	
24/1-2 min.	 <p><b>Session Summary</b></p> <ul style="list-style-type: none"> <li>• HIPAA protects patient PHI and establishes consequences for non-compliant organizations</li> <li>• The HIPAA Privacy Rule outlines responsibilities for protecting and disclosing patient PHI</li> <li>• The HIPAA Security Rule outlines the safeguards that must be maintained to protect patient PHI</li> <li>• Written authorization is required for any use of PHI that is not for treatment, payment, or health care operations</li> <li>• Consequences for violating HIPAA vary depending on the severity of the infraction</li> <li>• All pharmacy technicians must abide by HIPAA regulations by maintaining patient privacy and only accessing PHI they need to know</li> </ul>	<p><b>SAY:</b></p> <p>It's time to wrap up our session. Let's do a quick recap of the main points.</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Read slide</li> </ul>	

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		[ADVANCE SLIDE]	
25/2 min.		<p><b>SAY:</b> We've reached the end of today's session. Before we leave the meeting, I'd like to ask for any additional questions from the group.</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Answer any learner questions to the best of your ability</li> <li>- Recap answers to any questions that the producer had to look up from previous activities (producer may share these directly with the group or share with you so that you can pass information on)</li> </ul> <p><b>SAY:</b> I also want to make you aware of a job aid with a list of best practices that you can download. The link for the file is posted in the Chat.</p> <p>Keep in mind that your employer will be sending out a short evaluation via email next week to assess how well you've retained the information we've covered today.</p> <p>Thank you so much for your time and attention. Enjoy the rest of your day!</p> <p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- End Zoom meeting</li> </ul>	<p><b>DO:</b></p> <ul style="list-style-type: none"> <li>- Share any answers you looked up from previous activities with the facilitator when they solicit questions from group</li> <li>- Post job aid PDF in the chat</li> <li>- Address any learner questions regarding downloading or accessing job aid</li> </ul>