

Design Document

HIPAA Privacy Course (BETA)

<i>Business Purpose</i>	X Health is one of the largest not-for-profit health organizations in the southeastern United States. Their primary purpose is to provide transformative healthcare for the benefit of the communities they serve. New employees have varying degrees of HIPAA Privacy understanding. The goal would be to have all employees understanding of HIPAA Privacy and X Health's policies regarding HIPAA be the same.
<i>Target Audience</i>	The primary target audience is new hires to X Health. This would include both full-time and part-time employees.
<i>Training Time</i>	20 – 30 minutes
<i>Training Recommendation</i>	New employees would receive an e-Learning training as part of the onboarding materials. The e-Learning training could be completed on a computer or mobile device either on campus or remotely.
<i>Deliverables</i>	<ul style="list-style-type: none">• 1 e-Learning course<ul style="list-style-type: none">○ Developed in Articulate Storyline○ Includes voice-over narration○ Includes three healthcare mini scenarios○ Includes a virtual human avatar in the healthcare industry○ Final evaluation
<i>Learning Objectives</i>	<p>By the end of the course, the learners will be able to:</p> <ul style="list-style-type: none">• Recognize HIPAA Regulations• List precautions to protect information• Identify how to handle patient information• Indicate certain patient's rights as it relates to protected health information

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Training Outline

Introduction

- Welcome
- Navigation
- Objectives
- HIPAA Definition

Topic: Patient Health Information

- Patient Health Information (PHI) can be included in:
 - Patient Demographics
 - Billing Statements
 - Beneficiary data
 - Claims data
 - Medical Records
- Patient Privacy at work
 - Keeping PHI private at work
 - Common places where PHI is not to be discussed
- Patient Privacy with others
 - Who can PHI be shared with beside patient
 - What to do about family or friends with patient
- Knowledge Check

Topic: Scenarios involving PHI

- Notice of Privacy Practices
 - Respect to Patient Privacy
 - Ways X Health can disclose information
 - Way Patients can express concerns about privacy
- Steps for Releasing PHI
 - Ensure the patient completes authorization form
 - Verify the identity of the person to whom you are releasing the information
 - limit the amount of information used or disclosed to the least amount or minimum necessary
 - Patients may be given access to PHI in a format that they request.
- Steps for a Patient Request of Restrictions with PHI
 - Document the request in the patient's medical records.
 - Ask the patient to complete the Restriction Request form found on myPal on the HIPAA Information page.
 - Submit the form to HIM department for approval. All requestions should be honored until a final decision.
 - Note: X Health must comply with individual requestions for restricted release of information to his/her health insurer when the individual has paid out of pocket in full for services.
- How to handle Phone Requests for patient information in the hospital setting
 - Verify the patient is listed in the patient directory
 - Limit information given to the caller to location and general information
- Knowledge Check

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	<p>Topic: Situations and Violations involving PHI</p> <ul style="list-style-type: none">• When Special Situations with PHI occur<ul style="list-style-type: none">○ In an emergency when PHI must be shared quickly○ In a hospital when someone overhears a confidential conversation between a provider and a patient, or another provider.○ To provide proof of immunization to schools without authorization given by parent/guardian○ Deceased patients PHI must remain private but can be released to family members or those involved in the patient's care or for payment• Violations of HIPAA<ul style="list-style-type: none">○ Non-encrypted, lost or stolen devices○ Lack of employment training○ Database breaches○ Gossiping and sharing PHI○ Improper disposal of PHI <p>Summary</p> <p>Assessment</p>
<i>Assessment Plan</i>	80% passing on e-Learning module assessment via 10 multiple-choice questions.