HIPAA Privacy Training with Goldpoint Medical

Producer: Pre-work	- There is a breakout room for a Mentimeter Word Wall for this session on Slide 4 (page 4 of this guide.) - There is a breakout room activity scheduled for this session on Slide 13 (page 11 of this guide.) Collaborate with the Facilitator to decide if participants should be put into specific groups or if the groups can be chosen at random. The participants should be divided into 4 groups. - There are other interactive tools utilized throughout the training that is within the Microsoft Teams platform. - Please assist the Facilitator on Slide 9 Whiteboard (Teams) - Teams Chat is utilized on Slides 14, 15,22, 23, 24, and 26 - Slide 19 utilizes the Poll feature in chat. - Note that the training is interactive. Assist the Facilitator in participant engagement throughout the training.

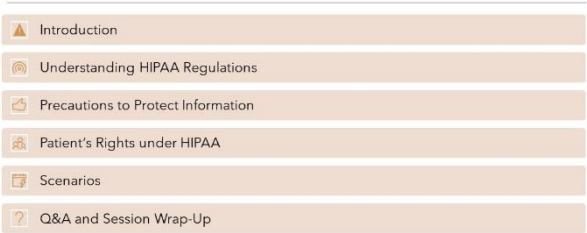| Facilitator Pre-Work:	- This guide was developed for the purposes of delivering this training via Microsoft Teams, but it can be used for classroom training with the following considerations: - Breakout room activities will need to be adapted to fit the classroom environment. - Questions will be made directly to the learners, rather than using Microsoft Teams tools. - This session contains a Mentimeter Word Wall activity, where participants will put a word on the word wall. Collaborate with the Producer about having the link pre-generated before the training begins. - Open the PowerPoint file associated with this guide. - Share the PowerPoint application and ensure that the *MS Teams attendees and Chat* panels are visible. - Some key talking points and questions are included in this guide but be prepared to add your own commentary and questions as well. - Aim towards generating a response from the learner(s) at least once every 5 minutes; this will keep learners engaged and will encourage them to follow along closely. Examples of these types of responses have been noted using **ASK**.

Section 1		
Slides	**Approximate Timing**	**Topic**
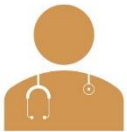
1-2	3 minutes	Introduction
3,4,5	15 minutes	Understanding HIPAA Regulations
6-15	25 minutes	Precautions to Protect Information
16-23	10 minutes	Patient's Rights Under HIPAA
24-29	8 minutes	Situations, Q&A, and close
Total:	60 minutes	

Slide#) Duration	Slide (Title Slide)	Facilitator Notes	Producer Notes
1) Less than 2 min.	**Pre-Session Activity** HIPAA Privacy | HOW TO PROTECT GOLDPOINT MEDICAL PATIENT'S PRIVACY	**DO:** – Welcome learners – Introduce yourself – Remind learners that the session will be recorded and will be available for their review in the Goldpoint Medical employee portal – Introduce the training session *HIPAA Privacy; How to Protect Goldpoint Medical Patient's Privacy.*	**DO:** Check for facilitator readiness **SAY:** **(Ground Rules)** – Greet learners as needed, letting them know the session will begin shortly – Remind learners to have their printed materials ready (including the Session Exercise templates/handouts) – Please remind everyone that they should remain muted unless called upon

			– Also, to use the raise hand icon if they have questions
2) Less than 1 min.	Overview Session Agenda ⚠ Introduction ⌨ Understanding HIPAA Regulations ✋ Precautions to Protect Information ⚖ Patient's Rights under HIPAA 📋 Scenarios ❓ Q&A and Session Wrap-Up	**EXPLAIN:** – Part of your onboarding journey is to understand patient's rights to privacy and to protect them. Today, we're going to discuss HIPAA (Health Insurance Portability and Accountability Act). – Goldpoint Medical and its employees are bound by law to protect sensitive patient health information from being disclosed or not secure. – During this session, we'll spend time focusing on understanding HIPAA how to protect and handle patient's information, as well as patient's rights under HIPAA. – We will be discussing the following topics. **DO:** – Read the overview	–
3) 1 min.	Course Objectives	**DO:** – Read objectives.	–

	Describe Describe HIPAA Regulations in the workplace. **State** Take precautions to protect Personal Health information. **Identify** Recognize patient's rights under HIPAA Course Objectives		
4) 3 min.	**Section 1: Understanding HIPAA Regulations** Open Section 1: Understanding HIPAA Regulations **What is HIPAA?** •Health Insurance Portability and Accountability Act •1996 **Importance of HIPAA Compliance** •Your job could be on the line for non-compliance •Fines can vary from corrective measures for non-compliance to $250,000 fines for repeated non-compliance.	**EXPLAIN:** – Let's begin exploring this topic by, first, understanding what HIPAA is. – HIPAA stands for Health Insurance Portability and Accountability Act. HIPAA is a federal law that was passed in 1996, with the dual goals of making health care delivery more efficient and increasing the number of Americans with health insurance coverage. – HIPAA is also a set of national standards to protect sensitive health information from being disclosed without the patient's consent or knowledge. – The fines for non-compliance or negligence of disclosing patient's information to someone other than the patient or authorized provider can result in investigations, with corrective measures, or even as serious as a	–

		$250,000 fine for repeated non-compliance or negligence.	
5) 8 min.	**Opening Exercise** Let's brainstorm together! Click the link provided in the chat. **What areas within your role or your colleague's role could involve protecting patient's private information?**	**Timing:** 8 minutes (2 min speaking, 1 min set up, 1 min activity, 4 min debrief) **DO:** – Click the Mentimeter link to open to open the Word Cloud so they can see the answers update in real time. < Link to be added to screen so they can click on it> – Debrief the outcome and highlight key words, trends, and outcomes of the activity (As answers are coming through the word cloud). **EXPLAIN:** – Let's take a moment to discuss areas within your role or your colleague's role that you think involve protecting patient's private information. – Follow the link provided in chat to answer the question shown on the screen-What areas within your role or your colleague's role could involve protecting patient's private information? – Once you click the link, you will be asked for a code. Enter _____.	**DO:** – While Moderator is introducing the activity, navigate to the Mentimeter website and login. – Click on the preset Word Cloud activity for "Protecting Patient Information" and go into Presentation mode. – Post a link in chat to the "What areas within your role or your colleague's role could involve protecting patient's private information?" Mentimeter page. – Switch the screen from the PowerPoint presentation to the Mentimeter page so that participants can see it in real time. – Keep track of time using the timing instructions provided. – Allow 30 seconds to a minute for attendees to

		– Once everyone responds to the question, a word cloud will be created with the answers. – Make sure you hit the submit button after entering your answer. – Once you submit, return here so we can discuss. – You have one minute, starting now. **DISCUSS:** – As you can see, there are many times throughout your role that you should be protecting patient information. – Hi, _____ would you come off mute and provide more detail about _____ role? – Thank you _____ for providing more detail. Would anyone else like to provide more detail about specific roles that could involve protecting patient information? – Now, let's look at key components of HIPAA regulations.	place their thoughts into the word cloud by setting the timer. – Grab a screenshot of the Mentimeter page so the ideas that are shared can be sent out after the conference.
6) 4 min.		**EXPLAIN:** – A large part of your success with Goldpoint Medical is understanding HIPAA regulations. **DO:** – Read "Key Components of HIPAA regulations" **EXPLAIN:**	
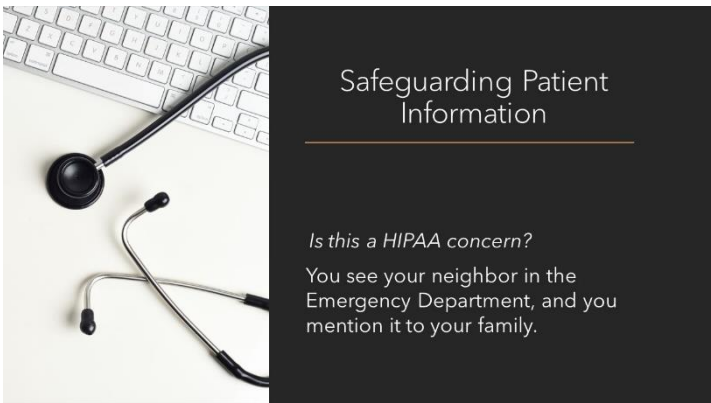
		– There are 3 key components of HIPAA regulations as you can see on the screen. We'll briefly discuss each. – They are administrative safeguards, physical safeguards, and technical safeguards. – Notice all 3 involve processes and procedures to secure personal health information or PHI. – Today, we will focus on the physical and technical safeguards that you will learn to establish to secure PHI. – Before we move on, I'd like to mention that there are penalties for non-compliance with HIPAA regulations – This last box on our flow chart highlights the least severe action to the most severe action for non-compliance.	
7) 1 min.		**DO:** – Read the slide.	
8) 1 min.		**EXPLAIN:**	

		– Now that we have looked at specific safeguards to secure PHI, let's look at what exactly is PHI? – PHI can include any of the following: **DO:** – As you read each of the PHI examples, use your mouse to point to it. **EXPLAIN:** – Patient demographics: This includes name, address, social security number, date of birth, and any personal identifiable information. – Billing statements – Beneficiary data – Claims data – Medical records **DO:** – Pause for a moment after reading the list, ask if anyone has a question. **ASK:** – Does anyone have any questions?	
9) 5 min.			**DO:** 1. Select the Share icon in the meeting's share tray. 2. Select Microsoft Whiteboard. 3. The board picker view will open. Select an existing board from the list or start a new board. 4. Set the timer for 2 minutes.

		5. Using the announcements feature, give participants a 30 sec. warning after 1:30 min of work. 6. Take screenshots of the training whiteboard. 7. Switch screen back to Presentation mode to bring people back to main room after 2 min. (Facilitator will debrief for 3 min.
10) 2 min.	 Safeguarding Patient Information *Is this a HIPAA concern?* You see your neighbor in the Emergency Department, and you mention it to your family.	**ASK:** ‒ What other examples can you think of that violates HIPAA policies? ‒ Come of mute to share with the group or type your answer in the chat. **DO:** ‒ Allow participants to come off mute or type an answer in the chat. ‒ (Example on screen will float in at 20 seconds) **ASK:** ‒ How about this example? ‒ You see your neighbor in the E.R, and you mention it to your family. **DO:** ‒ Again, allow participants to come off mute or type answers in the chat. **EXPLAIN:**	

		– That's correct. You are legally bound to not disclose seeing someone in our medical facility. It is imperative that PHI is always protected. – This includes patient appointments, hospital stays, or any other private information that should be protected.	
11) 1 min.		**EXPLAIN:** – There are other times, you may be called away from your station while working with PHI, such as patient's medical charts. – Always close screens, cover charts, or medical records before leaving your station.	
12) 2 min.		**EXPLAIN:** – Administrators of Goldpoint Medical will do the heavy lifting to ensure PHI is protected. – However, one of your main responsibilities as a Goldpoint Employee is to ensure password privacy and ensure you are always on Goldpoint's private server. – By following password and server guidelines, you will help prevent data breaches and ensure patient privacy. **ASK:**	

		– "Why is this important? – Allow for a pause, then the answer will float in on screen.	
13) 2 min.		**EXPLAIN:** – We've discussed how to protect and safeguard PHI whether it is verbal, written, or electronic PHI. – It is important to note that the proper disposal of PHI is imperative to protecting patient's information as well. – HIPAA does mandate that any unused media containing PHI be adequately destroyed, and not simply left behind or disposed of in a public receptacle. – Disposal protocol can be located on Goldpoint's employee intranet site. – Disposal of PHI includes: – Destroying hard copies by burning, shredding, or pulverizing. – Methods of destruction of electronic media include clearing, purging, or otherwise destroying the media. – *Data Be Gone* recycling will shred your hard copies, purge and clear electronic media and data.	
14) 6 min.		**Timing:** 6 minutes (1 min set up, 5 min working) **EXPLAIN:** – We will break for an activity where you will be divided into four groups.	**DO:** – Place each participant in a group using the Teams grouping feature. – Set a timer for 5 minutes.

	Breakout Room Time Group 1: Controlling access to limited personnel Group 2: Transmission of PHI Group 3: Sharing of authorized individuals Group 4: What is HIPAA-compliant communication?	– You will have 5 minutes to discuss as a group, ways to manage patient information with the scenario your group is given. – After 5 minutes, we will reconvene to share ways to securely manage PHI. – Are there any questions? Ok, I will see you back here in 5 minutes. Enjoy.	– Using the announcements feature, give participants a 1-minute warning after 4 minutes of work. – Take screenshots of chat comments and each group's whiteboard. – Switch the presentation back to Presentation mode to bring people back to main room after 5 min.
15) 4 min.	What did you learn from your group? Raise your hand to share with the group. OR Type in the chat to share.	4 minutes debrief **EXPLAIN:** – Welcome back! I am going to call on each group to share 1-2 suggestions their group made to protect PHI within their assigned group name. **DO:** – Call on each group and allow one to two participants to provide the suggestions they discussed. – Keep track of time and help transition to next team within one minute where possible.	4 minutes debrief **DO:** – As people raise their hand, select them to speak. – Capture each presentation so the information can be compiled into a job aid/summary after the session.
16) 2 min.		**EXPLAIN:**	

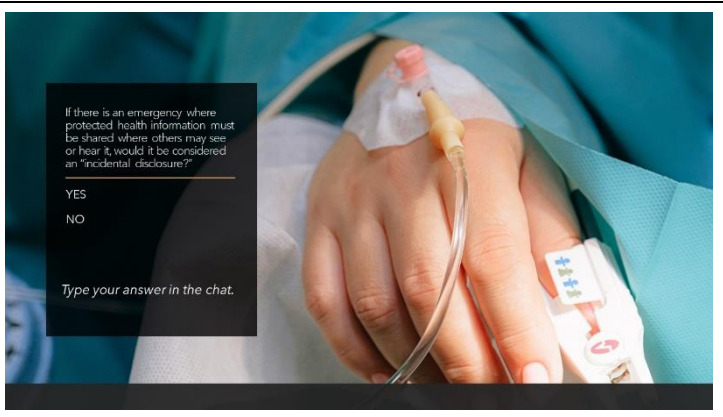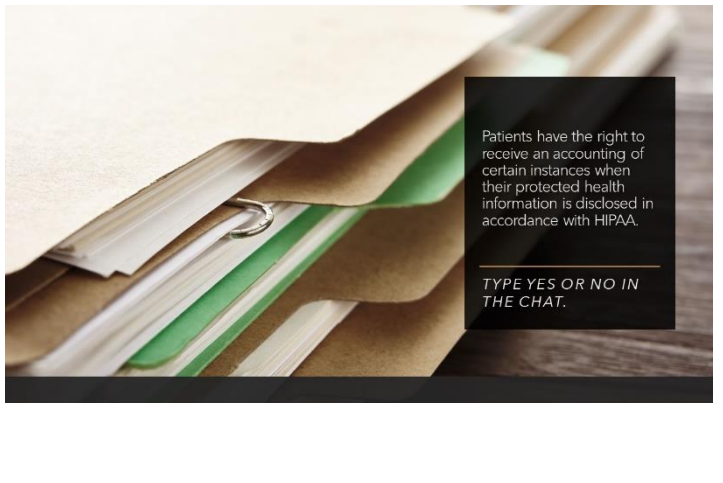|			
	Reporting Breaches and incidents If a breach or incident has occurred: •Contact Goldpoint Security Officer •Document what has occurred •Ensure the security officer has all of breach or incident information	– If you feel a breach or incident with PHI has occurred, please contact your Goldpoint Security Officer. – You can go to Goldpoint intranet's site for employees and report the incident. – It is an easy 2 step process. – Locate "Patient Security" on the intranet site. – Click on "Report Issue." – The Privacy Officer will be in contact with you if any more information is required.	
17) 2 min.	Section 3: Patient's Rights under HIPAA •Overview of Patient's Rights •Right to access and amend their records •Right to file complaints •Exceptions to patient's rights	**EXPLAIN:** – Our last topic for today is Patient's rights under HIPAA. – We will discuss an overview of patient's rights. – A patient's right to access and amend their records. – Right to file complaints. – Exceptions to patient's rights. Let's look at each.	

18) 1 min.		**EXPLAIN:** – Patient's rights under HIPAA are equally important as protecting and safeguarding PHI. **DO:** – Read the screen. **ASK:** – What situations can you think of where you may need to be aware of patient's rights under HIPAA? **DO:** – Wait for answers such as: – Medical release forms Request for medical records etc.	
19) 2 min.		**EXPLAIN:** – Go to the poll at the bottom of your taskbar in the chat to choose the best answer. – Goldpoint Medical's Notice of Privacy Practices describes: **DO:** – Pause for about 20 seconds for responses. **EXPLAIN:** – It looks like everyone understands Goldpoint Medical's Notice of Privacy. It is all of these. Good job everyone.	**DO:** – If a participant is having difficulty with the poll option, direct them where to find this option in the chat.
20) 2 min.		**EXPLAIN:** – Patients have the right to access their records and medical information.	

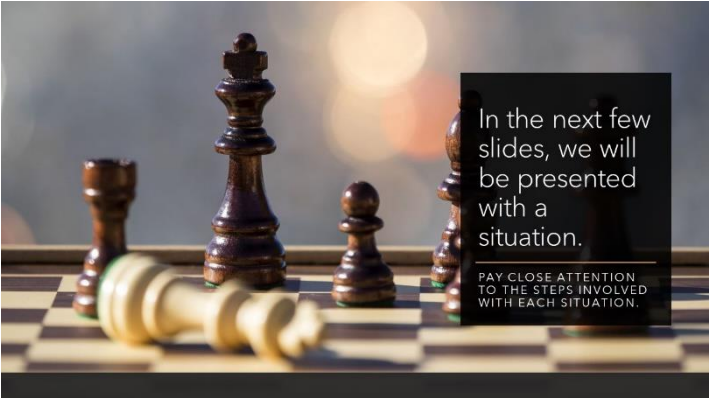|			
	Patients have the right to access their records and medical information. Goldpoint maintains a HIPAA privacy log and each patient must keep an updated copy on file. This ensures that the patient can easily access their medical records and personal information.	– I am sure you are familiar with the HIPAA privacy log that you must fill out each time you go to the Dr., or you take a family member. This is the form that must be updated each year and kept on file for assurance purposes. – This ensures that the patient can easily access their medical records and personal information. – Goldpoint Medical has a procedure for updating and maintaining HIPAA privacy logs on each patient. This will be addressed in later training. – You can always access this procedure on Goldpoint Medical's employee site.	
21) 1 min.	Emergency Situations There may be times, e.g., in an emergency, when Protected Health Information (PHI) must be shared quickly and possibly in a way others cannot be prevented from hearing or seeing it. These are referred to as **Incidental Disclosures.** ⚠ Some examples of PHI are things that can identify the patient like name, date of birth, medical record number and social security number.	**DO:** – Read the screen. **EXPLAIN:** – Let's look at a few examples in which this is possible.	
22)		**EXPLAIN:** – Type yes or no in the chat to the question on the screen. **DO:**	**DO:** – Monitor participant engagement in the chat. If you notice participants not engaged, send them

		− Wait 45 seconds or after participants have answered. − That is correct. There are emergency situations in which PHI must be shared where others may hear or see the PHI. This is considered an incidental disclosure.	a "Checking in" message privately.
23) 1 min.		**EXPLAIN:** − Here's one more. Type yes or no in the chat to this statement. **DO:** − Wait about 45 seconds for responses. **EXPLAIN:** − That is correct. Patients have the right to receive an accounting of certain instances when their PHI (protected health information) is disclosed in accordance with HIPAA.	
24) 1 min.		**EXPLAIN:** − Type true or false in the chat to the following statement. **DO:** − Wait 45 seconds, then respond. **EXPLAIN:** − You are catching on. Not only do patients have access to a breach of their PHI, but patients must be notified in a timely manner. Administration will	

	A patient must be notified with a breach notification letter if there has been an inappropriate disclosure of use of their protected health information. a) True b) False *Please type your answer in the chat.*	contact the patient, but you must contact your Goldpoint Privacy Officer.	
25) 1 min.	In the next few slides, we will be presented with a situation. PAY CLOSE ATTENTION TO THE STEPS INVOLVED WITH EACH SITUATION.	**EXPLAIN:** − We've come to the end of our training today. − In the next four slides, you will be presented with a situation. − Pay close attention to the steps involved with each situation.	
26) 1 min.		**EXPLAIN:** − Type Yes or No in the chat in response to this question. **DO:** − Allow participants to answer. **EXPLAIN:** − No, is correct. You should always ask the patient before disclosing any	

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	Situation 1: Is it okay to speak freely in front of a visitor and/or patient's family member without first consulting the patient? YES NO *GO TO THE CHAT AND ENTER YOUR ANSWER.*	information in front of a visitor or family member.	
27) 1 min.	Situation 2: A patient would like a release of their protected health information. How do you handle this?	**EXPLAIN:** − A patient would like a release of their PHI. How do you manage this? − If anyone would like to discuss this, raise your hand. − Notice that patients can be given access to PHI in a format that they request. − Please contact Health Information Management regarding this process.	
28) 1 min.		**EXPLAIN:** − Read the situation and note the steps. Notice: 1. Document the request in the patient's medical record. 2. Ask the patient to complete the Restriction Request found on my Pal.	

	Situation 3: A patient would like to request restrictions on the release and access of his/her protected health information. Document the request in the patient's medical record. Ask the patient to complete the Restriction Request form found on myPal on the HIPAA Information page. Submit the form to the Health Information Management (HIM) department or to the area that handles release of information for your office to determine if the request can be accommodated. All restriction requests should be honored until a final decision has been made. ⚠️ *Goldpoint Medical must comply with individual requests for restricted release of information to his/her health insurer when the individual has paid out of pocket in full for services.*	3. Submit the form to Health Information Management (HIM).	
29) 1 min.	**Situation 4:** Someone calls and asks if Jane Doe is a patient in the hospital. Verify the patient is listed in the patient directory. Limit information to location and general information.	**EXPLAIN:** ‒ What do you do when someone calls and asks if Jane Doe is a patient in the hospital? Note the steps here: 1. Verify the patient is listed in the patient directory. 2. Limit information to location and general information.	
30) 3 min.		**EXPLAIN:** ‒ Thank you everyone for your attention and participation in today's training session for HIPAA privacy. ‒ It is a lot of information to digest so remember, you can always refer to Goldpoint Medical's employee intranet site for more information. ‒ Are there any questions? **DO:**	

	Thank you for participating in Goldpoint Medical's training for HIPAA privacy. Today you have learned: • Understanding HIPAA regulations • Precautions to protect Personal Health Information • Patient's rights under HIPAA Do you have any questions?	– Read what the participants have learned. – Allow participants to ask questions. After 3 minutes, instruct the participants to leave the meeting. **Say:** – Goodbye.	