

# PAFL HIPAA Privacy Design Document

<i>Business Purpose</i>	<ul style="list-style-type: none"> <li>• Patient personal information is sensitive and needs to be kept confidential. Letting certain information become public violates the patient’s privacy and rights. It is important to know which information is protected by HIPAA laws and how to keep it secure in your daily responsibilities.</li> </ul>
<i>Target Audience</i>	<ul style="list-style-type: none"> <li>• All employees at PAFL Health with access to patient data protected under HIPAA laws.</li> </ul>
<i>Training Time</i>	30 minutes
<i>Training Recommendation</i>	<ul style="list-style-type: none"> <li>• 1 e-Learning course</li> <li>• Course will explain the parameters of HIPAA laws.</li> <li>• Included will be a list of all patient data that is protected under HIPAA Privacy laws.</li> <li>• Include information about emergency situations and violations of HIPAA</li> <li>• Interactive elements will include sorting activities and scenarios.</li> <li>• Final evaluation</li> </ul>
<i>Deliverables</i>	<ul style="list-style-type: none"> <li>• Design document</li> <li>• 1 e-Learning course <ul style="list-style-type: none"> <li>○ Developed in Articulate Rise</li> <li>○ Includes a human avatar</li> <li>○ Includes 5 situation scenarios – Final evaluation</li> </ul> </li> </ul>
<i>Learning Objectives</i>	<ul style="list-style-type: none"> <li>• Define HIPAA regulations</li> <li>• List precautions to protect information</li> <li>• Demonstrate how to handle patient information</li> <li>• Identify patients’ rights as it relates to protected health information</li> </ul>
<i>Training Outline</i>	<ul style="list-style-type: none"> <li>• Introduction <ul style="list-style-type: none"> <li>○ Course title</li> <li>○ Objectives</li> </ul> </li> <li>• HIPAA Privacy <ul style="list-style-type: none"> <li>○ Definition of HIPAA</li> <li>○ List patient data that is protected by HIPAA</li> </ul> </li> <li>• Protecting Patient Information <ul style="list-style-type: none"> <li>○ Ways to keep patient data secure (will include a sorting activity knowledge check – secure vs insecure locations/situations)</li> <li>○ Description of Privacy Practices document</li> <li>○ Define what constitutes emergency situations where patient data can be disclosed</li> </ul> </li> </ul>

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- Violations and Accounting of Disclosure
  - What constitutes a violation
  - Consequences for violating HIPAA rights
  - Determine appropriate and inappropriate disclosures
- HIPAA Privacy Statements for PAFL Health
- Specific Situations
  - Patient would like release of protected health information
  - Patient would like restrictions on release and access of protected health information
  - Someone calls for verification that Jane Doe is a patient
- Summary
- Final Evaluation – 5 scenarios with avatars
  - All scenarios take place in a health care setting.
  - The learner plays the role of the health care provider.

Scenario 1 – Two health care providers are in the elevator leaving the office. One provider starts discussing sensitive information with the other. The participant must choose to stop the other provider from discussing protected information and explain the HIPAA laws and patient rights.

Scenario 2 – A patient asks for a release of their protected health information. The participant must choose to verify the patient's identity, have them complete an authorization form, limit the amount of information disclosed verbally, and provide access to the information.

Scenario 3 – Health care providers are in the break room of the office discussing patients seen that day. The participant must choose which information is appropriate to discuss, such as "Her blouse was so pretty", "I loved her purse", "It was nice to see him again, it's been a while", and "I ran into them at the grocery store last week".

Scenario 4 – A caller asks if Jane Doe is a patient of the office. The participant must choose to verify the patient is on the patient directory and limit the information disclosed to location and general information.

Scenario 5 – A patient asks for restrictions to be placed on the release and access of their protected health information. The participant must document the request in the patient's file, have the patient complete the Restriction Request form, submit the form to Information Management to determine if the request can be accommodated, and honor the request until a decision is made.

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<i>Evaluation Plan</i>	<ul style="list-style-type: none"><li>• 5 scenarios with avatars</li><li>• Learner must score 80%</li><li>• Learner can retake the assessment if 80% is not reached</li></ul>
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