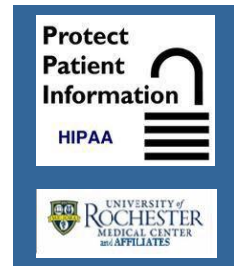


# HIPAA HIGHLIGHTS

*September 2022*



## What If You Were Not An Employee? Do not take advantage!

Patients will only share sensitive personal information if they believe we're absolutely committed to keeping it confidential. This means we only access clinical information when it's essential for their care or conducting URMCA and Affiliates business. There is no fine line; the line is very clear: **Your personal connections outside of work do not give you the right to use your eRecord privileges to inappropriately access patient records.**

Let's review how we should continue to use our **ICARE** values when handling protected health information (PHI).

**Inclusion**— I will embrace diversity, be an ally for others, and acknowledge that everyone has their own story.

- I will address our patients by using the correct pronouns (i.e., he, she, they)
- I recognize that our patients have preferred names that may be different than their legal name
- I know how to help patients and their authorized representatives exercise their rights to access their medical record and request changes to it. [Health Information Management Request Forms](#)

**Integrity**—I will conduct myself in a fair and trustworthy manner and uphold professional and ethical standards.

- I will not access records of self, family, friends or coworkers. If I have a personal relationship with the patient, I will hand off responsibility to a coworker whenever possible.
- I will report any potential privacy or security breaches to my supervisor or the Integrity Helpline at (585) 756-8888.

**Compassion**—I will act with empathy, understanding and attentiveness toward all others.

- I recognize that any concern I feel for patients is not a legitimate reason to access their information.
- I will not use my eRecord credentials to "check-up" on family, friends or co-workers out of concern or curiosity, even if they are a patient in my department.

**Accountability**—I will take responsibility for my actions and deliver "Medicine of the Highest Order."

- I understand that I am accountable for any access under my user name and password. I will protect my password and log off or lock the computer when I walk away.
- My family or friends cannot give me permission to inappropriately access their records. If it is not related to my specific responsibilities, I will not access.
- I will not become complacent. I understand that our Protenus auditing tool monitors users to ensure eRecord is being used as designed.

**Respect**—I will always treat patients, families and colleagues with dignity and sensitivity, valuing their diversity.

- I understand patients' right to the privacy and security of their health information and will not post identifiable information, including patient photos, on social media or discuss patients outside of work.
- I will check with patients before discussing their care with family members or friends.

**Excellence**—I will lead by example, rising above the ordinary through my personal efforts and those of my team.

- I will verify two identifiers before entering a patient's chart
- I will always use appropriate safeguards when handling PHI (i.e., speaking quietly, turning over paper forms)
- I will always use two identifiers when distributing documents containing PHI.
- I will make sure PHI is disposed of properly.

If you have any questions, please contact your [Privacy Officer](#) or [HIPAA Security Official](#) or refer to the URMCA intranet site at <http://sites.mc.rochester.edu/departments/hipaa/>.