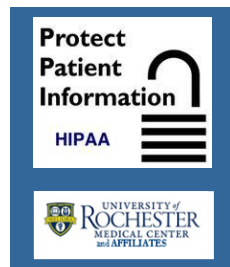


HIPAA HIGHLIGHTS

April 2023



Spring Flowers...April Showers...Use Patient Identifiers

The Privacy Office continues to receive calls from patients reporting the receipt of another patient's PHI. Giving PHI to the wrong patient can have serious implications for the patient and our organization.

Sometimes, our patients receive an incorrect AVS, discharge summary, lab results, or a letter. Other times, patients receive the wrong medication or the wrong patient belongings.

All of these incidents are considered breaches.

The [Paper Document Handoff Standard](#) outlines steps for in-person handoffs of paper documents that if followed, can greatly reduce the chance of giving PHI to the wrong patient. This standard should be used in all areas where PHI is being distributed. There are other ways to ensure our patients are receiving the correct PHI.



If your patient has MyChart, you do not need to print the AVS. If the patient does not have MyChart or would like a copy printed, you should check each page to ensure the PHI you are distributing belongs to the patient you are discharging.

- Highlighting the identifiers on each page is best practice.



If you are mailing a letter or a lab result, make sure you are double checking to match the name on the document with the name on the envelope.



If you are distributing medication, make sure you are confirming the name and date of birth on the package with the patient you are handing medications to.



If you are responsible for returning patient belongings, make sure the name listed on the bag matches the patient's wristband.



Remember to always be mindful of what you are accessing and make sure your access is job related. Continue to use our IICARE values when handling PHI.

For additional information on any HIPAA-related topics, please refer to the URMIC intranet site at

<https://sites.mc.rochester.edu/departments/hipaa/>