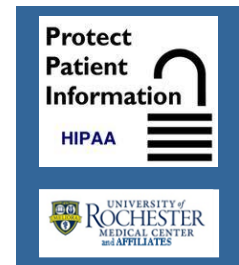# HIPAA HIGHLIGHTS
September 2023

Protecting Patient Privacy with Protenus

Protenus is an auditing tool that uses artificial intelligence to assess every keystroke (electronic footprint) made in eRecord when in a patient's chart. It alerts the Privacy Office of all possible inappropriate accesses.

Potential inappropriate access cases are categorized as follows:

- ❖ Self Access
- ❖ Family Member
- ❖ Coworker
- ❖ VIP
- ❖ Questionable/Suspicious

Each case is analyzed to determine if there was a job-related reason for access. However, each case does not require further investigation.

If the Privacy analysis cannot be justified and requires further investigation; the Privacy Office works with departmental managers, administrators and their respective Human Resource Business Partner to determine appropriate next steps.

If a sanction (how to hold the person accountable for their wrongdoing) is warranted, the following can be imposed but not limited to:

- ⚠️ Counseling and re-education
- ⚠️ Letter of Expectation and re-education
- ⚠️ Written Warning and re-education
- ⚠️ Final Written Warning and re-education
- ⚠️ Termination

What can **YOU** do to prevent the distrust of management? The distrust of our patients?

NEVER use eRecord when:

- ❖ Searching for an address or birth date of a friend, foe or coworker
- ❖ Checking the medical status of a family member or friend
- ❖ Wanting to do a "favor" for your family, friends or coworkers
- ❖ Concerned about a coworker that has been out sick
- ❖ Checking on a patient featured in the news

Accessing the chart of family, coworkers, or friends for any reason other than your assigned job role can cost you your job

Our patients (especially parents, spouses, and adult children) rely on us to protect their information.
You can make sure that happens by keeping your home life concerns and your work life obligations separate.

For additional information on any HIPAA-related topics, please refer to the URMS intranet site at http://sites.mc.rochester.edu/departments/hipaa/ . For any questions regarding HIPAA, please contact your Privacy Officer or HIPAA Security Official.