



Legal Training

Healthcare Industry

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CommLab India has designed and developed online courses for a medical equipment, manufacturing and healthcare solutions providing company. The company's principal activities are to manufacture and provide medical technologies and related services for the health care industry. The company operates in three segments i.e. North America Acute Care, North America Post-Acute Care and International and Surgical.

Project Context:

This course is an online training program on the company's Privacy Protection Course. In the U.S., the Health Insurance Portability and Accountability Act (HIPAA) establishes specific standards and requirements for protecting the confidentiality of health information.

Project Requirement:

- The course duration was designed to be of 45-60 minutes duration
- A quiz with 80% passing marks was mandatory
- There was no limitation on the number of times one could retake the course and exam
- The learner would be certified on completion of the course
- Audio needed for the complete course

Learning Requirements:

This course will help you understand the basic elements of the HIPAA privacy regulations and how to implement the Company's policies and procedures regarding privacy. The learners should be able to explain essential HIPAA terminology and apply the guidelines of privacy protection. Analyze and disclose protected health information safely. They should be able to identify individual rights regarding protected health information and use protected health information on computers and other electronic devices.

Technology Specifications:

- Operating System : Windows XP
- Browser : Internet Explorer 6.0 or above,
- Screen resolution : 1024 X 768
- Plug-in : Flash Player 7

Key Challenges:

- As the course was for all the associates working in the company, there had to be different levels of learners - experienced and fresher.
- It could be difficult to understand the HIPPA concepts.
- There were a number of scenarios, hence the learner could get confused.

Our Approach:

A situation-based learning approach was used in the course. Different situations on various policies along with a number of interactivities were shown contributing to emotional, intellectual and physical

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participation of the learners. HIPAA concepts were explained in detail along with related scenarios in order to address both experienced and fresh learners. Also, a glossary was added to make it easy for learners to recall the terms used. Formative assessments were included between the slides with a motive to test the learner's knowledge at every level.

Sample Screenshots:

Welcome

Course Menu

Introduction	01 of 03
What is HIPAA?	12
Your Responsibilities	12
Summary	01
Final Quiz	01

HIPAA establishes standards for protecting the confidentiality of health information.

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Audience

Course Menu

Introduction	02 of 03
What is HIPAA?	12
Your Responsibilities	12
Summary	01
Final Quiz	01

Note:
The Privacy Officer is the person responsible for the development and implementation of policies and procedures necessary for compliance with HIPAA's privacy regulations.

Note Click on the note for contact information.

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General Principles When Disclosing Protected Health Information

Course Menu

Introduction	03
What is HIPAA?	10 of 12
Your Responsibilities	12
Summary	01
Final Quiz	01

The precautions an organization must take when disclosing protected health information will depend in part on the recipient's status as a **Covered Entity** or **Business Associate**, and the purpose for which the information will be used.

GO
Go

CAUTION
CAUTION

STOP
STOP

When a Covered Entity (like a hospital, nursing home, home health agency, health insurance company or the Medicare or Medicaid programs) requests protected health information for treatment, payment, or health care operations, you may disclose the information, even if the Covered Entity has not obtained a Business Associate Agreement from the organization.

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