

A Course on Privacy protection

Legal Training





Client details

Industry: Healthcare

Department: Legal

Audience: Associates



Course Requirements

Number of modules: 1

Quiz: Yes

Interactivity level: Medium (Level 2)

Audio: Yes

Translation: No

Course duration: 45 minutes



Technology Specifications

Operating system : Windows XP

Browser : Internet Explorer 6.0 or above

Screen resolution : 1024 X 768



Content Details

Source content	Word and PDF docs
Content clarity	Average
Content type	Principles, Facts
Images	Yes
SME assistance	Yes

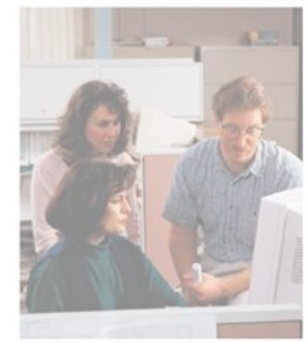
Permissible Use and Disclosure of Private Information

Although protects private medical information in some forms, there are many instances where it is permissible to use or disclose the information. Under regulations, you may:

- Use and disclose health information when it is necessary for treatment, payment, and health care operations (TPO) purposes:
 - Treatment includes activities involved in providing health care services and products.
 - Payment includes activities to obtain or provide payment or reimbursement for health care services and products.
 - Health care Operations include business activities, legal services, and administration.

Note that most of the routine protected health information the company uses is for one of these three purposes.

- Disclose protected health information to the individual to whom it belongs.
- Disclose information when it is in the interest of public health or safety, or when required by a government agency or court of law. In these cases, the request should be referred to the Privacy Officer.

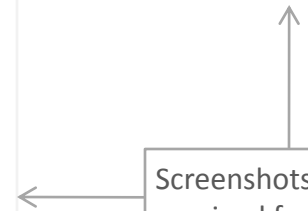


regulations acknowledge that minor, incidental disclosures might occur (such as someone overhearing a conversation regarding a patient's treatment or seeing a list of patients who are scheduled for equipment delivery). Such disclosures are not considered a violation of the law.

On the next page, you will be asked to determine if the use of protected health information is permitted in a specific scenario.

- privacy regulations focus on protected health information, which is defined as health information that is used or disclosed by a health care organization, and which could be used to identify an individual.
- The Prime Rule of privacy is to use and disclose protected health information only as authorized by the individual or as permitted by law. regulations apply to protected health information in all forms, whether written, electronic, spoken, or other.
- You are permitted to use or disclose protected health information when it is necessary for the purpose of treatment, payment, or health care operations.
- Three types of organizations, which collectively calls "Covered Entities," are bound by privacy standards: health plans, health care clearinghouses, and health care providers who transmit protected health information in electronic form. Health Plan and Hill-Rom are Covered Entities.
- When a Covered Entity uses the services of other persons or businesses to carry out their health care activities and functions, requires the Covered Entity to obtain a written agreement from these "Business Associates" to ensure that specific privacy measures are implemented. Under regulations Industries and its various operating companies may be a Covered Entity, Business Associate, or both, depending on the role they play.
- When a Covered Entity (for example, 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 of one of their patients, you may disclose the information.

Screenshots of the inputs received from clients

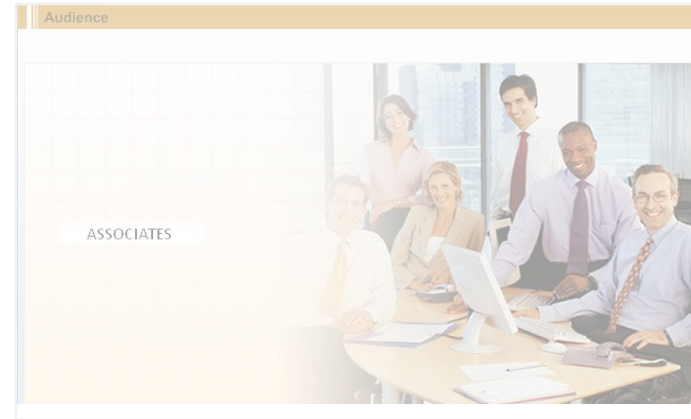




Challenge

The course had to be developed for both novice and experienced learners

The course was meant for all the associates working in the company

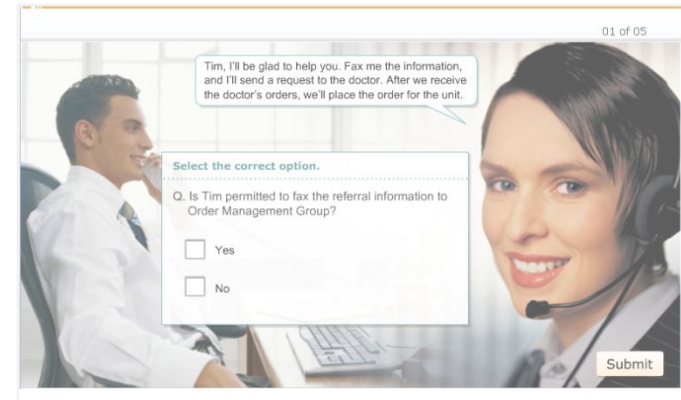


CommLab Solution

A situation-based learning approach was used in the course.

Formative assessments based on scenarios were included at regular intervals to test the learner's knowledge at every level

An assessment used in the course





Challenge

Learner found it difficult to understand concepts




CommLab Solution

The course explained concepts in detail in the context of related scenarios in order to help both experienced and novice learners learn effectively.

Receiving Faxes

Follow these guidelines when receiving faxes containing protected health information.

- ❖ Make sure that fax machines that receive protected health information are located in a secure area with controlled access. If the equipment is in a public area, use every precaution to ensure that the confidentiality of the protected health information is not compromised. For example, promptly retrieve faxes.
- ❖ If protected health information is faxed to you in error, immediately inform the sender and then destroy the fax copy or follow the sender's instructions.



Each concept was explained on a separate page, along with the relevant image, for easy understanding of the concept



Instructional

These are some of the strategies used in the course

1. A situation-based approach was used to make content relevant to both experienced and novice learners
2. Engaging interactivities were used to explain different scenarios related to various policies
3. Informative icons were used to provide additional information



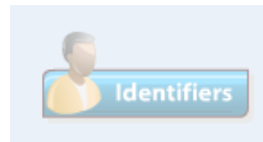
Visual

Here is one of the interactivities used in the course



Clickable images were used to explain the precautions the staff should take care of when disclosing protected health information

Here is one of the icons used in the course



Clickable icon used to show the examples of Identifiers



Instructional

Before

In the source content, there were long-running blocks of text as shown below:

Understanding How Regulations Apply to Us, continued...

Under regulation, Industries and its various operating companies may be a Covered Entity, Business Associate, or both, depending on the role they play.

also considers itself a Business Associate when it handles protected health information as a result of performing certain services on behalf of hospitals, nursing facilities, and other Covered Entities.

[Place cursor here to see examples of US a Business Associate](#)

Cary considers itself to be Business Associate when it handles protected health information as a result of maintaining and servicing hospital data as part of its WatchChild Operations.

Batesville considers itself a Business Associate when it collects, analyzes, and distributes hospital data as part of its customer satisfaction program.

Likewise, when some companies perform services for Hill-Rom in its capacity as a Covered Entity, these companies may be considered Hill-Rom's Business Associates.

[Place cursor here to see examples of Business Associates](#)

considers a **law firm** as a Business Associate when the law firm handles protected health information as a result of performing legal services on Hill-Rom's behalf.

considers **accrediting bodies** as Business Associates when the accrediting bodies handle protected health information as part of Hill-Rom's accreditation process.

On the next page, you will learn how to handle disclosures of protected health information to Covered Entities and Business Associates.

After

In the course, clickable tabs were used to organize the content into various types, to give the learner a clear understanding of the concepts and enable easy recall


Applicability

Under regulation, be a Covered Entity, Business Associate, or both, depending on the role it plays.

[Business Associate](#) [Business Associates](#)

Cary considers itself a Business Associate when it handles protected health information as a result of maintaining and servicing hospital data as part of its Watch Child Operations.

Batesville considers itself a Business Associate when it collects, analyzes, and distributes hospital data as part of its customer satisfaction program.



Click on the tabs to learn more.



Visual

Before

In the source content, the procedures were explained as shown below, in the form of long steps.

General Procedures for Handling Protected Health Information

Use the following actions to ensure protected health information is protected from unauthorized access:

- Before leaving your work area, make sure all medical information is properly protected. For example, enable a password-protected screen saver or turn off your computer, and store hardcopy material out of view, preferably in a locked or otherwise secure location.
- To prevent unauthorized access to protected information, use printers, copiers, and fax machines that are in a secure area with controlled access. If the equipment is not in a secure area, use reasonable precautions to ensure that the confidentiality of the information is not compromised. For example, if you print protected health information to a shared printer, promptly remove the material from the printer.
- When sending information by any means (U.S. mail, courier service, fax, e-mail, etc.), take reasonable care to ensure you send the information to the correct recipient.



The next few pages describe procedures to ensure protected health information is secured when sending or receiving faxes, using protected health information on a computer or other electronic device, and disposing of protected health information.

After

The procedures were displayed one at a time, by using clickable images and related content. The images were relevant to the procedure, making recall easier. This strategy enabled better understanding for the learner.

Additional Important Procedures for Handling Protected Health Information

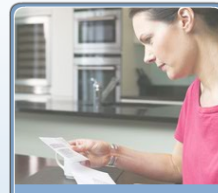
Aside from following the "Minimum Necessary Rule" and "De-identified Information Rule" when handling protected health information, there are also some general guidelines you should follow everyday to ensure protected health information is protected from unauthorized access.



Secure Your Workspace



Secure Your Office Area



Transmit Information Safely

Before leaving your work area, make sure all medical information is properly protected.

Enable a password-protected screen saver or turn off your computer. Store hardcopy material out of view or in a locked location.

Click on the images to review these general guidelines. Then we will discuss specific steps to follow when transmitting, receiving and disposing of protected health information.



Internal Success

Excellent quality and quick turnaround time

The course was developed before the deadline with no compromise on quality. All the standards expected by the client were met.

The success of the project was result of team work and commitment.