



School of Medicine
UCR Health

Privacy and Security Training For UCR Health Students

UNIVERSITY OF CALIFORNIA, RIVERSIDE



This course is designed to provide students with information about their responsibilities in preserving and protecting patient, employee, research and business information.



INTRODUCTION

Privacy and Security Training (or equivalent UC training) is required by the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) for all workforce members of UC's designated Single Health Care Component (SHCC). The SHCC is comprised of:

- The medical centers and clinics at Davis, Irvine, Los Angeles, San Diego, San Francisco, Riverside, and any future such entities that may be created.



INTRODUCTION

- Clinical operations of the health professional schools at various campuses that, as individual organization units, perform covered functions (i.e., as healthcare providers, engage in covered transactions)
- Student Health Centers at all campuses
- Occupational Health Centers at some campuses



INTRODUCTION

- Internal Employee Assistance programs (i.e., staffed by UC employees and operated using UC resources); and
- Any other UC entities that engage in covered functions with Protected Health Information



INTRODUCTION

This training is also required for all workforce members of UC's designated Single Health Plan Component (SHPC), which is comprised of UC's self-insured health or group health plans.



OVERVIEW OF COURSE

- What types of personal and health information would I want protected?
- Under what circumstances would I want others to view or use this information?



OVERVIEW OF COURSE

The following questions should guide your thinking as you progress through this course:

<p>What types of information must be protected under state and federal privacy laws?</p>	<p>How can I maintain the privacy and security of protected information and why is it important?</p>
<p>What rights do patients have regarding access and use of medical information?</p>	<p>What are the consequences and financial penalties for non-compliance?</p>
<p>What are my responsibilities for reporting incidents?</p>	

PRIVACY LAWS - INTRODUCTION

State and federal privacy laws require that we protect an individual's personal and medical information.

At the end of this lesson, you will be able to:

- Identify the types of information required to be protected under California's state privacy laws.
- Identify the types of information required to be protected under the federal Health Insurance Portability and Accountability Act (HIPAA).
- Determine if the information you come in contact with at work needs to be protected.



PERSONAL INFORMATION

California state privacy laws require that we protect an individual's personal and medical information.

Personal information is a person's first name (or first initial) and last name combined with one or more of the following:

- Social security number (SSN)
- Driver's license number
- California identification number
- Credit, debit card, or bank account number (with pin or password)
- Medical or health insurance information



MEDICAL INFORMATION

California state law also protects a patient's medical information.

- According to Confidentiality of Medical Information Act (CMIA), medical information means any individually identifiable information in the possession of or derived from a provider of healthcare service, health plan, pharmaceutical company, or contractor regarding a patient's medical history, mental or physical condition, or treatment (California Civil Code 56.05(g)).



HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

The “Administrative Simplification” section of Health Insurance Portability and Accountability Act (HIPAA) is federal law enacted to:

- Protect the privacy of a patient’s health information
- Provide for the physical and electronic security of Protected Health Information
- Simplify billing and other transactions with Standardized Code Sets and Transactions
- Specify new rights of patients to approve access/use of their medical information



HIPAA

If the following identifiers are:

1. Created or received by a healthcare provider, health plan, or healthcare clearing house, and
2. Relate to the past, present, or future physical or mental condition of an individual, payment for healthcare or the provision of healthcare to the individual,

then they would qualify as Protected Health Information and are protected under HIPAA.



PERSONAL IDENTIFIERS



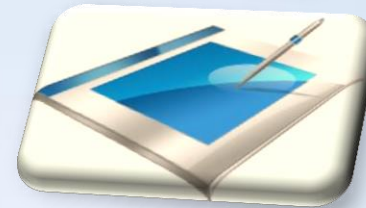
These are personal identifiers:

Name	Dates of Treatment
Address	Account #
Phone	Certificate/License #
Fax	Device Identifiers & Serial Numbers
Email Address	Vehicle Identifiers & Serial Numbers
Social Security #	URL
Date of Birth	IP Address
Medical Record #	Biometric Identifiers, including fingerprints
Health Plan ID#	Full face photo and other like image

HIPAA

We must protect all forms of personal and health information which include:

- Written (documents, mail, etc.)
- Spoken (phones, conversations, etc.)
- Electronic (computers, PDA, etc.)



PERSPECTIVE

There are a lot of different pieces of information that we need to protect in the course of our work. Because of this, it can be difficult to remember all of it.

One tip to remember, instead of trying to remember all of the details, take a step back and look at the bigger picture:

- **Ask yourself: *"Does the information I am using help identify a person in some way?"***



If it does, you should treat it as protected information. If you are not sure, you should STOP and ask your supervisor. Your supervisor can provide direction and support.

RESOURCES

INFORMATION SECURITY	
Your Supervisor / Manager	
Office of Information Technology	951.827.2483
Help Desk	961.827.7676

PRIVACY and CONFIDENTIALITY	
Your Supervisor / Manager	
Privacy Office	951.827.4672
Privacy Email	james.herron@ucr.edu
UCOP HIPAA website	http://www.universityofcalifornia.edu/hipaa

What do you think?

The next few slides present real-life scenarios. Test your knowledge on what you have learned in this short training.

What do you think?

If you were told that the person pictured below is a patient being treated for migraine headaches and that his name is Jim Walker, or if you received this information in an email, do you think that this would be disclosing information that is protected by law?

See next slide for choices.



What do you think?



YES



NO



Don't
Know

Click the picture in the box that has the correct choice.

What do you think?

You did not select the correct response. Here is a tip: Do you think that a person's medical condition should be shared with others? How would you feel if someone told other people about a medical condition that you had?

What do you think?

The correct answer is *YES!*

You cannot disclose information about a patient's medical condition. Why? Both their name and their medical condition is protected under California state law and under the federal Health Insurance Portability and Accountability Act (HIPAA), which also will be reviewed.

What do you think?

Who has to follow the HIPAA law?



See next slide for choices.

What do you think?



Physicians



Physicians and
other patient
care providers



Only
supervisors
and other
administrators



All UC
Riverside
workforce
members

Click the picture in the box that has the correct choice.

What do you think?

Wrong answer!

Aren't there other members of the UC Riverside workforce who have to follow the HIPAA law?

What do you think?

That's right!

All University HIPAA workforce members have to follow HIPAA law.

What do you think?

This is Edward Book. He is a patient at a UC facility. Which items are you required to protect under state and federal privacy laws?



See next slide for choices.

What do you think?



Phone and
fax info



Social
Security or
health
insurance
number



Email, URL,
or IP
address



His name
and his
wife's
name



All of the
choices
listed here

Click the picture in the box that has the correct choice.

What do you think?

You did not select the correct response. Here is a tip: These are only some of the pieces of information that are required to be protected and which can be used to identify the patient. Ask yourself: Does the information I am using help identify a person in some way?

What do you think?

That's right! You selected the correct response. All of these elements identify the patient and we are required to protect them.

Summary

You have completed the lesson for Privacy Laws.

You should now be able to:

- Identify the types of information required to be protected under California's state privacy laws.
- Identify the types of information required to be protected under the federal Health Insurance Portability and Accountability Act (HIPAA).
- Determine if the information you come in contact with at work needs to be protected.

Conclusion

You have completed the lesson for **Privacy Laws**.