

Maintaining Confidentiality



Special Health Services

SHS Practices

- SHS staff and contract staff are expected to adhere to DHSS confidentiality policies.
 - Contract staff may have additional confidentiality policy set forth by the outside contractor.
- SHS confidentiality practices apply to all verbal, electronic or written information.
- Information shall only be requested, released, or viewed using a written and signed authorization for disclosure document.
 - Refer to the DHSS HIPAA website for the current Authorization for Disclosure of Consumer Medical/Health Information.

What - Where

- All information obtained about a participant or family is to be maintained in a confidential manner.
- All information should be confidentially maintained:
 - In your Work Area
 - On your Computer
 - Any place – Any time



Liability



- SHS Staff assumes the liability for all disclosures of confidential information released by SHS.
- Contract staff and/or the contractor's employees assume liability for all disclosures of confidential information released by the contractor.

Privacy and Security Issues

Conversations - Voicemail



- ❖ Do not discuss confidential participant/family information among themselves in public areas.
- ❖ Conversation with the participant/family regarding their confidential information is not held in public areas.
- ❖ Phone conversations are in areas where the public cannot overhear confidential participant/family information.
- ❖ Answering machine volume is turned down so information being left cannot be overheard by other staff or visitors.
- ❖ Messaged do not include information of a confidential nature.
- ❖ Specific participant information is not shared over the phone unless you have been given authority to do so (i.e. you are the Program Manager, Regional Coordinator, or the Service Coordinator.)

Privacy and Security Issues Computer

- ❖ Your computer monitors are positioned to limit what visitors and other staff may observe.
- ❖ The unattended computer screen has a password enabled screen saver.
 - ❖ Always protect your computer ID and Password.
 - ❖ While logged in, never share your ID, password or the use of your workstation.
- ❖ Any email correspondence containing protected health information uses a secure service between all parties or is able to encrypt the correspondence.



Privacy and Security Issues

Paper Information



- ❖ Information concerning participants/family is not displayed in public areas.
- ❖ Paper records are stored or filed in such a way as to avoid observation by visitors or casual access by unauthorized staff.
- ❖ Participant records are filed in locking storage cabinets or locked rooms.
- ❖ Except for the participant's name, confidential information is not called out in the waiting area.

Privacy and Security Issues

Printer – Fax – Copier - Shred

- ❖ Do not leave confidential participant information on an unattended printer, photocopier, or fax machine, unless these devices are in a secure area.
 - ❖ Fax machines, photocopiers and printers are strategically placed to avoid frequent traffic patterns to limit the access by staff from other units or visitors.
- ❖ Confidential participant information is discarded in the appropriate container or shredded.
- ❖ Release of confidential participant information is done by staff following DHSS policies.



Privacy and Security Issues

Visitor - Authorized Staff

- ❖ Visitors and participants will need to be appropriately escorted to insure they do not access staff areas, record storage, etc.
 - ❖ Those persons not recognized in restricted areas are asked for identification.
- ❖ Only authorized staff have access to confidential participant information
 - ❖ They access and use only the minimum amount necessary to accomplish their duties.



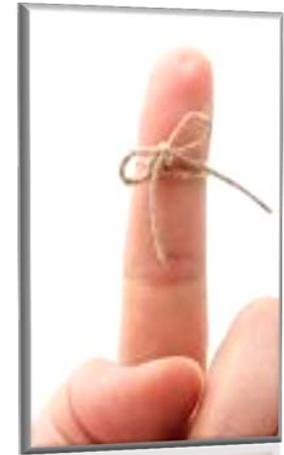
Privacy and Security Issues

Nametags, Policy, Report Violation



- ❖ All staff are to display an appropriate nametag at all times.
- ❖ All supervisors frequently review DHSS policies that are applicable for their area work assignments with their staff to insure that current practices and procedures protect participant privacy.
- ❖ All staff need to feel comfortable and obligated to report misuse of confidential participant information to their supervisor.
- ❖ Contract staff may have additional or different requirements to the above statement.

Remember



Special Health Services (SHS) Staff or Contracted Staff:

- In the performance of their duties, have access to information and records which are confidential.
 - Are responsible for maintaining the security of records , including the appropriate release of information and/or records.
 - Will maintain strict confidentiality standards of all participant information supplied or obtained
 - Are responsible for:
 - Assuring confidentiality of information
 - Assuring records within his/her control are released only to authorized agencies or individuals
- * Contract staff may have additional confidentiality policies set forth by the outside contractor.