# Privacy Resources and Guidance

## Education & Training

### *New* Compliance & Privacy Training

All DPH workforce members are required to complete the Annual Compliance & Privacy Training. This includes DPH staff, UCSF faculty and staff at ZSFG, residents, students, volunteers, CBO staff and contractors who may have either direct or indirect access to patients or their protected health information.

All workforce members are expected to complete the Compliance & Privacy training every year.
- The training must be completed by **June 30, 2019**

If you have questions or need assistance please see the instructions “How to Access Training” under Recent Files at [http://dphnet.in.sfdph.net/](http://dphnet.in.sfdph.net/) or contact your supervisor.

## Agreements

### *Revised* SFDPH User Agreement for Confidentiality, Data Security and Electronic Signature

All individuals with access to SFDPH confidential information and data systems are required to sign the User agreement.

This [User agreement](http://dphnet.in.sfdph.net/) must be signed at time of hire and annually thereafter as part of the Compliance & Privacy Training.

## Policies

### Sending electronic message to adult patients (E-mail, Texts, Faxes, computerized voice messages)

This policy provides guidelines and procedures for the electronic transmission of Protected Health Information (PHI). This policy applies to anyone contacting patients on behalf of SFDPH. Electronic messaging should be used only for non-sensitive and non-urgent issues, such as appointment date, time, & location.

It does not apply to provider-to-provider electronic communications and detail patient communications containing PHI.

Reference to: [Policy & Procedure: Sending electronic Messages to Adult Patients](http://dphnet.in.sfdph.net/)

## Forms

### *New* Data Sharing Form

Before sending PHI to external partners, you must ensure that the sharing is appropriate, authorized, and secure.

The form will help you determine if approval is needed before sharing data, and will guide you in obtaining that approval.

Reference : [Form: DPH Patient Data External Sharing Request Form](http://dphnet.in.sfdph.net/)

## Report a Privacy Breach:

Report every potential **Breach** of Protected Health Information (PHI):

- Compliance, Privacy & Ethics Hotline: (855) 729-6040
- Email: compliance.privacy@sfdph.org
- Refer to [Breach Notification Policy](http://dphnet.in.sfdph.net/)

The Compliance and Privacy Office also provides consultation on all privacy related questions. Please feel free to contact us.