



SAN FRANCISCO
DEPARTMENT OF PUBLIC HEALTH

PRIVACY PULSE

PROTECT PATIENT HEALTH INFORMATION

HANDLING OF PAPER PHI



WAYS TO AVOID CARELESS HANDLING OF PAPER PHI:

- **DO NOT** LEAVE CHARTS LYING OPEN AND UNATTENDED. TURN PAPER WITH IDENTIFIABLE PATIENT INFORMATION AWAY FROM VIEW.
- VERIFY YOU HAVE THE CORRECT PATIENT'S INFORMATION AND DOCUMENTS BEFORE HANDING OR MAILING THEM TO THE PATIENT
 - **EXAMPLE-** WHEN SENDING MEDICAL RECORDS TO PATIENTS, DOUBLE CHECK ALL DOCUMENTS WITHIN THE RECORD TO ENSURE YOU HAVE ENCLOSED ONLY PATIENT INFORMATION THAT PERTAINS TO THE PERSON WHOSE NAME IS ON THE RECORD.
- VERIFY YOU HAVE THE CORRECT FAX NUMBER OR EMAIL ADDRESS PRIOR TO SENDING. ALWAYS USE A [COVERSHEET](#) WHEN FAXING.
- YOU SHOULD NEVER TAKE PRINTED MATERIAL CONTAINING PHI OFF CAMPUS WITHOUT A SPECIFIC BUSINESS NEED.
- IF YOU ARE TRANSPORTING RECORDS, ENSURE THE DOCUMENTS ARE SECURE AND WITH YOU AT ALL TIMES.
- **DO NOT** DISPOSE PAPER PHI IN TRASH OR RECYCLING BINS.
 - PROPERLY DISPOSE PAPER PHI BY PLACING IT IN SECURED SHREDDING BINS.

ACCESS TO ELECTRONIC PHI



HOW DO YOU KNOW WHEN YOU ARE AUTHORIZED TO ACCESS A PATIENT'S ELECTRONIC MEDICAL RECORD (EMR)?

- YOUR JOB REQUIRES YOU TO ACCESS THE PATIENT EMR.
- REMEMBER BEING EMPLOYED AT DPH DOES NOT AUTOMATICALLY GIVE YOU AUTHORIZATION TO ACCESS A PATIENT'S EMR.
- **REMEMBER** THE REASON FOR THE HIPAA POP-UP SCREEN DURING THE EMR LOGIN PROCESS (SUCH AS LIFETIME CLINICAL RECORD [LCR]) IS TO INFORM USERS, THEY ARE TO ONLY ACCESS THE RECORD FOR BUSINESS NEED AND THAT AN AUDIT ALERT TO THE PRIVACY OFFICE MIGHT BE TRIGGERED.
- VIOLATION FOR UNAUTHORIZED ACCESS TO A PATIENT'S RECORD MAY RESULT IN TERMINATION OF EMPLOYMENT.

LOCKING AND LOGGING OFF WORKSTATIONS:

- **REMEMBER** WORKSTATIONS MUST BE SECURED BY LOCKING THE SCREEN OR LOGGING OFF WHENEVER YOU WALK AWAY.
- FAILURE TO LOCK OR LOG OFF THE COMPUTER SCREEN MAY RESULT IN OTHERS USING THE SYSTEM UNDER YOUR USER IDENTIFICATION. YOU WILL BE HELD ACCOUNTABLE FOR ANY ACTIVITY THAT RESULTS IN UNAUTHORIZED ACCESS TO THE PATIENT'S RECORD.

SOCIAL MEDIA



ALL STAFF AND TRAINEES WHO IDENTIFY THEMSELVES WITH DPH AND USE SOCIAL MEDIA VENUES ARE TO FOLLOW THE [HIPAA COMPLIANCE SOCIAL MEDICAL POLICY](#).

- IF YOU IDENTIFY YOURSELF IN ANY ONLINE FORUMS AS A STAFF MEMBER OF DPH, YOU MUST MAKE IT CLEAR YOU ARE NOT SPEAKING FOR DPH.
- **DO NOT** POST DIGITAL IMAGES AND MESSAGES CONTAINING PHI WITHOUT WRITTEN AUTHORIZATION FROM THE PATIENT AND APPROVAL FROM HOSPITAL ADMINISTRATION.
- **REMEMBER** RECOGNIZABLE MARKINGS OR BODY PARTS ARE PHI
- UNDERSTAND ALL CONTENT POSTED ON PLATFORM (SUCH AS FACEBOOK, INSTAGRAM, ETC.) MAY BECOME IMMEDIATELY SEARCHABLE AND SHARED. IT FOREVER LEAVES YOUR CONTROL.

REPORT A PRIVACY BREACH:



- CALL PRIVACY HOTLINE: (855) 729-6040

**STAFF
REMINDER!!**



**ALL STAFF MUST COMPLETE THE [DPH PRIVACY TRAINING](#)
BY 6/30/2017.**