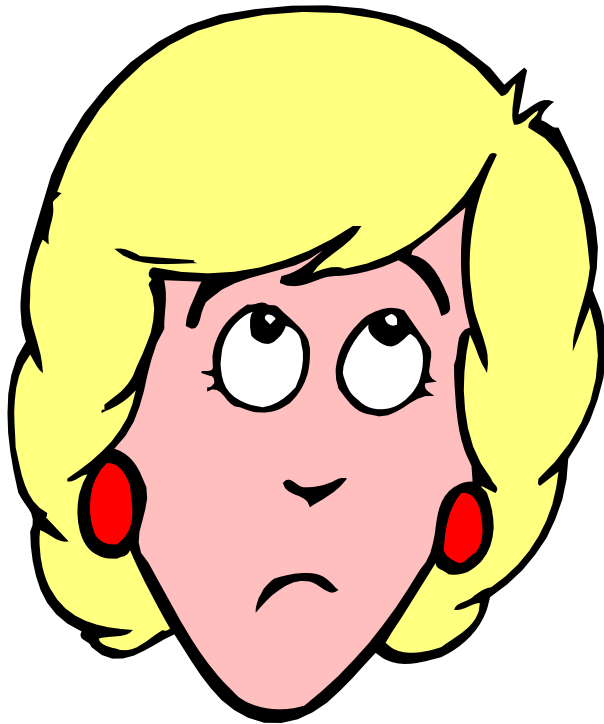




**Protecting Patient Privacy,
It's Everyone's Responsibility**

Patients Are Concerned



- **Did you know...**
 - 77 percent of all Americans feel their personal health information privacy is very important
 - 84 percent said they were very concerned or somewhat concerned that personal health information might be made available to others without their consent.
 - The public has demanded government protection
 - The government responded with the Health Information Privacy and Security Law.

Gallup Poll commissioned by MedicAlert, November 2000

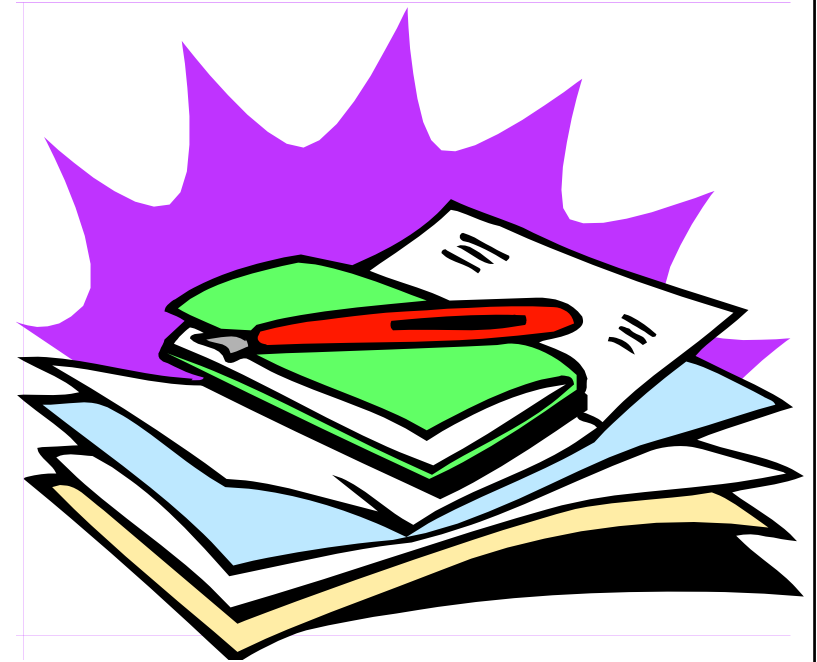
What Happens If Patients Don't Trust Us?



- conditions may go undetected or untreated
- health information may not be complete and accurate
- won't use the hospital

What Do Patients Do When They Don't Trust Us?

- **Do not obtain treatment**
- **Give incomplete or inaccurate information**
- **Pay out of pocket to prevent an insurance claim**
- **Move from one physician to another**
- **Ask the doctor not to document their actual condition**



Murray-Calloway County Hospital's HIPAA Policies



- **Curb human nature**
 - curiosity
 - sharing
- **Be sensitive**
- **Respect the patient's right to privacy**
- **If you see HIPAA policies not being followed-let Privacy Office Know-**
- **Sign Confidentiality Agreement**

Patient Rights Are :



- **HIPAA**
 - **Health Insurance Portability and Accountability Act of 1996**
 - **Federal Privacy Regulations (April 2001)**
 - **Established patients' rights to health information privacy**

Right to Access

- **Patients have the right to**
 - **Access or inspect their health record**
 - **Obtain a copy from their healthcare provider**
 - **Reasonable fees may be charged for copying**
 - **Access and copying for as long as information is retained**
 - **Written Consent Required**

Right to Amend



- **Patients have the right to request an amendment (clarification or challenge) to their medical record**
 - **May need to put request in writing**
 - **Organization will review and determine if they agree or disagree**
 - **Request for amendment becomes part of permanent record.**

Right to File a Complaint



- **The patient has the right to file a complaint if he or she believes privacy rights were violated***
 - Individual within the organization
 - The Secretary of the Department of Health and Human Services

**Contact to File Complaint –
Compliance/Safety/HIPAA Privacy Officer-
Phone 270-762-1271**

There Are Penalties-\$100-\$100,000 and/or Prison

- **Both criminal and civil penalties for:**
 - **Failure to comply with HIPAA requirements**
 - **Knowingly or wrongfully disclosing or receiving individually identifiable health information**
 - **Obtaining information under false pretenses**
 - **Obtaining information with intent to:**
 - **Sell or transfer it**
 - **Use it for commercial advantage**
 - **Use it for personal gain**
 - **Use it for malicious harm**



MURRAY-CALLOWAY COUNTY HOSPITAL



PROTECTED HEALTH INFORMATION

1. **Daily Census Sheet**
2. **Conversations about patient**
3. **What you see or incidentally learn about patients when you are doing your job**

Doing Your Part

- **Only access confidential information if you need it to do your job**
- **Understand the law and our organization's policies**
- **Attend training and education programs**
- **Report problems to the Compliance/Safety/HIPAA Privacy Officer
PHONE: 270-762-1271**
- **Treat your patient's information the way you would want your personal information treated**



Protect Confidential Information

**Providing patients
with quality
healthcare includes
protecting their
confidential
information.**

