

PHI on the FLY

Legacy Health System
Annual Review
Mandatory Education
FY08

Overview - PHI (Protected Health Information)

- Importance
- Best practices
- Review of Legacy Health System policy - LHS.700.04
- Questions and answers

Why It Is Important

- We have an obligation to our patients to keep their protected health information (PHI) safe and secure.
- There is an increased risk of loss/theft when patient information is moved from one location/site to another.
- It is important to be informed of Legacy's policy specific to transportation of PHI.

A Few Best Practices for Protecting Patient Information

To minimize identity theft and protect patients' information:

- Medical records and PHI should be maintained securely.
- Information must be kept out of public view in common areas (i.e., nursing stations, counters, white boards).
- Information should be protected from unauthorized persons.
- Patient information should not be sent home by email or saved to your hard drive.
- Individual documents should not be separated from the medical record as a whole.
- Remain aware of your surroundings when discussing PHI (i.e., never in lunch room, shuttle, or elevators).
- Maintain process for tracking/logging location of medical records and PHI while in use, transit, or storage.

Legacy Policy

- Legacy has adopted the best practices in policy LHS.700.04 Maintenance, Retention and Protection of Medical Records (located on the P drive).
- This system-wide policy is for protection of medical record information against loss, destruction, or unauthorized use.

Key Points of LHS 700.04

Patient information will be transported from the site of origin and other sites only:

- With manager approval.
- If necessary in the course of maintaining an efficient work schedule.
- In the performance of work-related duties.
- Patient information may temporarily be stored securely off-site, if all other options for depositing patient information at a Legacy facility are deemed not reasonable.
- Patient information shall not be left unattended or in an unsecured vehicle.
- A record of transported patient information will be maintained at the worksite.
- **Contact LHS security department and the HIPAA privacy official** in the event patient information is stolen, lost, or destroyed.

Q & A

Question: Who should approve the transportation of PHI from one Legacy site to another?

- Department manager is responsible for approving transportation of protected health information from origin site and between sites.
- This is only allowed if necessary in the course of maintaining efficient work schedule and in the performance of work-related duties.

Question: Once approved, what must I consider when transporting PHI from one Legacy site to another?

- Before removing, ensure transported PHI has been logged at the origin site with the following:
 - ✓ Patient name
 - ✓ Specific description of information
 - ✓ Date of removal
 - ✓ Identification of person responsible for transport and care of information
 - ✓ Purpose

Question: When I move PHI from one location to another, how should it be secured?

- Patient information **must not be** left unattended or in an unsecured vehicle.
- Patient information **must be** removed from the vehicle and securely stored if transported to the employee's home.

Q & A cont'd

Question: What do I do if the PHI I am transporting is lost, stolen, or destroyed?

- Contact LHS security department and the HIPAA privacy official immediately (HIPAA hotline 503-413-4495).
- A record of affected patients will be created, including a specific description of the lost, stolen, or destroyed PHI.

Question: Who do I contact if I have any questions or concerns about transporting PHI?

- Contact the HIPAA hotline at 503-413-4495.