

## In This Issue

- **Translation Services for Patients**
- **Annual Compliance Training Reminder – DUE JUNE 30<sup>th</sup>!**
- **e-PHI Security Tip**
- **Lunch Discussion June: HIPAA Privacy & Security**

## Compliance Hotline

Type:

<http://157.21.29.163/Compliance/>  
and click on Hotline.

EVMS Medical Group Compliance concerns may also be sent to the EVMS Medical Group Compliance Office via phone, mail or e-mail.

---

## Translation Services for Patients

EVMS Medical Group and all healthcare providers who receive funding from federal programs such as Medicare are required to provide translation services for those who lack English proficiency and for those who are hard of hearing or deaf. These services are at cost to our organization and may not be passed on to the patient. This requirement was enhanced and expounded upon in the Affordable Care Act Section 1557, which became effective in 2016. The ACA specifically notes that translators must be “qualified” which makes using a professional translation service more important than ever.

Many patients with limited English proficiency (LEP) may bring a relative or friend with them to an appointment who they wish to translate for them. This practice is discouraged for many reasons to include the unknown relationship dynamics of that person to the patient, the level of medical terminology knowledge that person may or may not possess, and the ability that individual may or may not have to accurately translate vital medical information to the patient. Using a professional translator is the safest and most patient centered method for accommodating LEP patients.

EVMS Medical Group has contracted Language Line Services to meet our translation needs. A policy and procedure as well as various resources from the vendor are available upon request from the Compliance Office. Resources include brochures and flyers for patients to help them understand their rights and options as well as information on scheduling a qualified medical interpreter ahead of time. Arranging for an interpreter ahead of the patient’s appointment is especially important if a less common language is needed. An FAQ on ACA Section 1557 may be found at the link below:

[ACA Section 1557](#)

## Contact Us

### EVMS Medical Group Compliance Office

4111 Monarch Way,  
Suite 500  
Norfolk, VA 23508  
Phone 451-6200

### Link to Policies & Forms:

[http://www.evms.edu/patient\\_care/compliance\\_program/](http://www.evms.edu/patient_care/compliance_program/)

James F. Lind, Jr.,  
MBA  
Compliance Officer

Privacy Office  
Privacy Line 451-6298

Leanne Smith, CHC  
Administrator

Laura Brower, CHC, CPC  
Coding & Compliance Manager

Donita Lamarand, RN,  
BSN, CPHRM  
Director of Risk  
Management

Andrea Willis, CPC, CPMA  
Clinical Auditor

### Compliance "Listserv"

Send an email to [browerl@evms.edu](mailto:browerl@evms.edu) to request to be added to the EVMS Medical Group Compliance "Listserv". Once you are subscribed, you will receive newsletters, information and training opportunity announcements directly.

---

## EVMS Medical Group Annual Compliance Training

As a reminder, all Annual Compliance Training is due by June 30<sup>th</sup>, 2018. This training is separate from the brief training required by EVMS which was completed during the winter months of Blackboard. The options for fulfilling EVMS Medical Group's requirement are as follows:

- Employee has attended an EVMS Medical Group Orientation session during the 2018 fiscal year (from July 1, 2017 to present).
- Employee completes independent training using materials obtained from the Compliance Office. These materials include a PowerPoint presentation, test, and an attestation page.
- Employee attends a session hosted by the Compliance Office which includes an overview and group completion of the test. These sessions are either announced in the newsletter or scheduled on an individual basis by department.

At this stage the Compliance Office has reached out to each department and division to obtain a plan for completion. If you have not yet responded or if you would like an updated status on your department's completion please contact us immediately. **It is very important that all training is completed and submitted by the end of the fiscal year!**

---

## e-PHI Security Tip

PHI or any indirect information about patients should never be posted to social media. Applications such as Facebook, Instagram, Snapchat and others should not be used at work or at home to discuss work activities. In addition to the potential risk of a breach of patient information, EVMS also maintains a social media policy that prohibits employees from listing EVMS as an employer without including a disclaimer that opinions expressed are not those of the employer. The social media policy can be found on myPortal at the link below:

[EVMS Social Media Policy](#)

---

## Lunch Discussion Session June

**Topic:** HIPAA Privacy & Security

**Who Should Attend:** This session is best suited for managers and

supervisors however providers and staff are more than welcome to attend as well. Topics discussed will include system access controls (onboarding and termination), email security and phishing, passwords, mobile devices, cloud services, and outside vendors.

**Date and Location:**

Thursday, June 21<sup>st</sup>, 12-1:00 pm in HH 757

Please RSVP to Laura Brower at [browerl@evms.edu](mailto:browerl@evms.edu) or 451-6202 and feel free to bring your lunch!