

## In This Issue

- **When Employees are Patients**
- **New v. Established Patients**
- **Annual Compliance Survey**
- **e-PHI Security Tip**
- **Lunch Discussion March: Registration & Forms**

## 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.

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## When Employees are Also Patients

Many EVMS Medical Group employees are also patients of various EVMS Medical Group practices. As an organization, we want our employees to feel comfortable and secure being patients here, however there are some issues that go along with this topic to discuss and mitigate. The line between employee and patient is often blurred, especially for clinical employees who are used to taking care of patients in our practices instead of being the patient. The following are general guidelines for employees who are or may become a patient in any of our practices:

- If possible, go to a different practice or site location. For example, an EVMS Ghent Family Medicine employee could be seen at EVMS Portsmouth Family Medicine and vice versa. For specialty practices with more than one location, the employee may choose to be seen at a different physical location to avoid being in the direct care of their coworkers.
- Appointments and communications should be through the same channels as any patient in the practice, either via the main phone number or the patient portal. Accessing the practice through an employee's direct number that patients would not know can result in miscommunications by not following the practice's usual procedures.
- Employees should never view their own medical record in the EHR. If you need to access information in your record, you must do so the same way that any other patient would. Our recommendation is that you sign-up for and use FollowMyHealth.
- Staff must treat an employee as they would any other patient. One way to respect an employee as a patient is to never task an employee who is a patient about their own care or medical record. When an employee opens a task regarding their record, the audit log shows them viewing their own medical record (which is prohibited). If someone does task you regarding your own record, close the task and

## 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.

notify the EVMS Medical Group Compliance Office as soon as possible. We will note the access in case there is a question in the future, educate the staff members who are tasking employee patients, and have our EHR team remove the task from your view.

Patient privacy is something we take very seriously and that is no different for our employees who are patients. We audit EHR user access on a monthly basis and access to coworker records is something we scan for and follow-up on during each audit. Anyone who accesses a patient's record without direct need to complete a work-related function will be subject to disciplinary action. The standard disciplinary action for viewing someone else's record that you should not have access to is immediate termination. Please direct any questions or concerns about the process for our employees being seen as patients to the Compliance Office.

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## New v. Established Patients

CPT provides very clear definitions of what constitutes a new versus an established patient. It is first important to note that no distinction is made between new and established patients in the Emergency Department or inpatient setting. For office or other outpatient, a **new patient** is described as "one who has not received any professional services from the physician/qualified health care professional or another physician/qualified health care professional of the exact same specialty and subspecialty who belongs to the same group practice, within the past three years." CPT also describes "**professional services**" as "those face-to-face services rendered by physicians and other qualified health care professionals who may report E/M services reported by a specific CPT code(s)."

At EVMS Medical Group all practices use the same Tax ID number therefore we are considered the same "group practice" by all carriers. Carriers may also view some of our subspecialties as the same specialty for the purposes of designating new versus established patients. Careful billing can help prevent denials.

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## Annual Compliance Survey

This year's Compliance Survey is now available at the link below. Please distribute to all staff and providers. This survey is completely anonymous and we truly appreciate your feedback!

FY2019 Compliance Survey

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## e-PHI Security Tip

A common security issue for electronic patient information is staying logged in for long periods of time on shared or easily accessed computers or remaining in patient charts for longer than necessary amounts of time. When working in a patient chart, the patient should always be cleared when work in that patient's chart is complete. As seen below, to clear a patient from the banner you should click on the "Select Patient" dropdown and then select "Clear".



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## Lunch Discussion Session March

**Topic:** Registration & Forms

**Who Should Attend:** Managers or anyone involved in the registration process or with patient forms. This is a very important topic worth revisiting regularly.

**Date and Location:**

Thursday, March 21<sup>st</sup>, 12-1:00 pm in HH 758

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