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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.

Verification of Patient Identifiers: Paper

There has been a recent uptick in the number of impermissible disclosures relating to handing or mailing paper patient information to the wrong patient. Unfortunately, especially if the patient leaves the office before recognizing the error, this is usually a reportable HIPAA breach requiring patient notification, admission to the Department of Health and Human Services, and disciplinary action for the employee who failed to verify the patient's information. The following practices should be adhered to in an effort to prevent these types of incidents:

- Review each page (both sides) of printed materials to verify patient information before handing to the patient or placing in an envelope to mail;
- Be mindful of information retrieved from printers or fax machines to ensure that patient paperwork has not become mixed in the queue;
- Check all envelopes used to ensure that other patient data is not already contained therein;
- If the patient is present in the clinic, ask them to review the paperwork to ensure it is indeed what they need and nothing more.

If the error does occur and is discovered while the patient is still present, there is some discretion that can be exercised as to whether or not the patient actually reviewed and is able to retain the disclosed PHI. As always, it is the responsibility of all employees to report impermissible disclosures in the unfortunately event that they do occur to include self-reporting.

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/

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Compliance "Listserv"

Send an email to 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.

HIPAA Right of Access Study

Researchers at Yale recently completed a study relating to the patient's HIPAA right to access of their medical record. The study found a wide variance of information given to patients both regarding the type of information they are able to access and what the cost to access records should be. Most notably the study found that 58% of entities included in the study are charging sums of money in excess of the amount allowed by federal regulations for a copy of medical records. A summary of the study may be found at the link below:

Yale Study: Right of Access

In light of this information, all departments/divisions should once again review our updated **Fee Policy** to ensure that these standards are being adhered to within each practice. As a reminder, fees should never be charged to referring providers or to other covered entities for records sent for continuation or transfer of care.

e-PHI Security Tip

When sending an internal email or any other electronic communication the minimum necessary standard should still be adhered to. Only the minimum amount of information needed to complete the task at hand should be transmitted even within our organization.

Lunch Discussion Session February

Topic: Best Practices for Protecting Patient Privacy

Who Should Attend: Anyone! This is a great session for managers as well as staff (or even providers). We will cover best practices at the front desk, in the exam room, and in all other areas of operations and take questions about how best to protect our patients' privacy in today's environment.

Date and Location:

Thursday, February 20th, 12-1:00 pm in HH 223

Please RSVP to Laura Brower at browerl@evms.edu or 451-6202 and feel free to bring your lunch!