

Answer Key:

1. A
2. A
3. C
4. A
5. E
6. A
7. C
8. A
9. A
10. A



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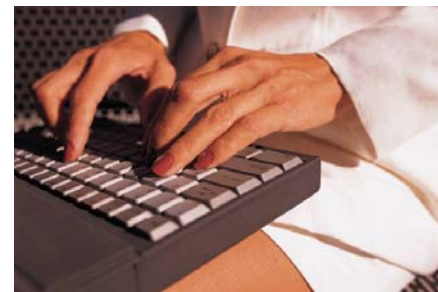
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HIPAA BASIC TRAINING

Privacy & Security



WHAT IS HIPAA?

HIPAA is an abbreviation for the **Health Insurance Portability and Accountability Act** of 1996. Based on the Act, the Privacy Rule became effective in 2003 and the Security Rule became effective in 2004. The Final Rule adopted in 2013 requires full compliance by all covered entities including our pharmacy by September 23, 2013. All health care providers (including our pharmacy) who keep records that put patients together with the health care services given to them, are required to protect the privacy and security of that information. That information is referred to as **"PHI"** which means Protected Health Information.

WHAT IS PROTECTED HEALTH INFORMATION (PHI)?

PHI: Protected Health Information = Identifiable Patient Information

Protected Health Information, or PHI, is any individually identifiable health information and can be in any form:

- Verbal communication
- Face to face or over the phone
- Electronic communication via computer
- E-mails, faxes or mail

The information we talk about includes anything that identifies in any way and any fashion something about a patient's healthcare. This means that every employee working at this pharmacy needs to adhere to HIPAA requirements.

What HIPAA dictates is how we can and cannot use the patient's PHI.

WHAT DOES THIS ALL MEAN TO ME?

Our patients have a right to expect we will keep information confidential. This information includes anything that could identify or be used to find out the identity of the patient or what prescription medications they are taking.

- Follow the "need to know" rule. Ask yourself "do I need to see patient information to perform my job". If the answer is "Yes". You have nothing to worry about. If the answer is "No", STOP.
- PHI you have access to must not be the subject of conversation with family, friends or neighbors.
- Keeping all PHI about our patients confidential is a serious matter.
- Violation of confidentiality and privacy policies can result in disciplinary action up to and including discharge.
- If you know of any violation of our existing confidentiality or privacy/security policies, it is your obligation to bring the violation to the attention of your supervisor or our Privacy/Security Official.

"Be aware of compliance requirements and be alert for instances when we risk non-compliance."

PATIENT RIGHTS



Patients' Rights & Responsibilities

You will find the following Patient Rights in the Notice of Privacy Practices that each new patient receives.

Patients have the right:

- To request that our pharmacy agree to exclude family members or other care givers from access to their PHI. We are not required to agree to the request, but if we do agree, we must comply with the restriction except when the patient needs emergency care or as required by law.
- To have access to his/her PHI for inspection and copying.
- To request an amendment to their PHI.
- To receive an accounting of the disclosures of PHI made by us (who we have given the PHI to).
- To be provided with as accurate and thorough information of possible uses and disclosures of their PHI.
- To restrict the billing of any item or service that would be billed to their health plan if the patient has paid for it in full.

NEVER DISCLOSE ANY PATIENT'S PHI EXCEPT IN COMPLIANCE WITH HIPAA

HOW DOES HIPAA AFFECT YOUR JOB?

As an employee that may be in the prescription area of our pharmacy, you may have access to PHI.

There is a basic rule that you must keep in mind at all times whether at work or at home with family and friends;

if you happen to see or hear PHI in the course of doing your work, it is strictly prohibited to share that information with anyone.

Try and keep your own access to patient PHI only to those that you actually need to perform your work. Viewing any other PHI that is not within your "need to know" is strictly prohibited.

THE MINIMUM NECESSARY

Except for disclosures related to the patient's treatment or when responding to a patient's request for the patient's own records or when the pharmacy received a HIPAA compliant written Authorization from the patient that is not limited, the amount of PHI given out should be the minimum amount of information to meet the purpose of the request.

Access to PHI or other patient information must be on a need to know basis.

THIS PHARMACY HAS A HIPAA PRIVACY / SECURITY OFFICIAL. IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT HIPAA, TALK TO THE OFFICIAL.

WHEN CAN PROTECTED HEALTH INFORMATION (PHI) BE SHARED?

If you have any doubt about how to respond to a request for a patient's PHI, stop and speak with our pharmacy's Privacy/Security Official. The following list is a brief outline in which a patient's PHI may be given, but it does not tell the whole story:

- To the patient or the patient's Personal Representative, i.e. a guardian, as appropriate
- For the treatment of the patient or payment to our pharmacy for products or services provided to the patient
- To the person authorized to be in charge of the estate of a patient that died
- To the parent or guardian of a minor child (some restrictions apply)
- For public health activities including avoiding a serious threat to public health and safety
- For court or regulatory agency proceedings, and otherwise when our pharmacy has received a written HIPAA compliant authorization form from the patient or their representative. Not just a summons from a lawyer
- To law enforcement in connection with a criminal investigation, or a crime on our premises, or in connection with someone in jail or prison
- For workers compensation proceedings and military and veteran's activities
- When an "incidental disclosure" occurs, during a permitted use of PHI such as a phone conversation with a doctor's office, that is overheard by someone else in the pharmacy. (In all conversations that involve PHI, you will want to speak as softly as possible to avoid being heard by anyone outside the prescription area.)

WHAT IS INCIDENTAL DISCLOSURE OF PROTECTED HEALTH INFORMATION (PHI)?

An example of a permitted incidental use or disclosure would be if a pharmacy staff member was calling a physician's office to request a refill for a specific patient and that phone call was over heard by a patient at the prescription counter. In this example, we should make every effort to make refill request phone calls as far away from the patient pick up area as possible and to keep our voices down.

Incidental disclosures of Protected Health Information are permitted as long as reasonable safeguards and minimum necessary standards are followed.

Protect Patient Records and Help Ensure HIPAA Compliance

Secure Information. Minimize Risks.

WHAT HAPPENS IF WE ARE NOT IN COMPLIANCE WITH THE HIPAA REGULATIONS?

Are there consequences? Absolutely! HIPAA is very serious business. A wrongful disclosure of PHI can result in the termination of your employment, in civil penalties up to 1.5 million dollars, and under certain circumstances, criminal prosecution.