

# HIPAA

## Health Insurance Portability and Accountability Act

### Keeping Patient Information Private When You Are a Volunteer.

We are so pleased that you would like to help! Fortunately, helping is easy: you do not need to become an instant expert in all things healthcare related. But, when you come into the Einstein Healthcare Network and you hear or see patient information, we need to remind you that there are strict laws that require all of us to keep patient information confidential. As a volunteer you need to understand that patient information is only to be used to get your job done.

### Why is privacy important to the Einstein Healthcare Network?

Confidentiality is an important aspect of using our healthcare services. We know that patients care how their personal information is used and shared. We appreciate our patients' trust in us to take care of their healthcare needs. When we need to use patients' personal information, we want our patients to trust that we will do so carefully and in accordance with state and federal regulations. How much information would you give your doctor if you knew that he or she would share your information with other people? What if you were sick and you didn't want other people to know?

### How do we get information about our patients?

We get to know our patients through the information they provide when they come to us for treatment and diagnosis. The types of information they provide includes basic personal and health information including things like personal history and data, health history, insurance and payment information. While they are patients of ours, we continue to add medical and health information to their records. All this information, the information that the patient has given us and all the information we collect as healthcare providers – is strictly confidential.

### What do we do with all this information about our patients?

Most importantly, we use patients' information to provide treatment and to obtain payment for services we have provided. Under various public health and public safety laws we may be required to provide patient information to state and federal health and safety agencies. When you are a volunteer at Einstein Healthcare Network facilities, you are not allowed to share patient information unless it is part of your job.

### What do I need to know?

Besides this overview, you will receive a copy of the Einstein Healthcare Notice of Patient Privacy Practices if you will be regularly handling patient data or will be in contact with patients. In addition, we have a workforce self-training program that you may use to understand the importance of only using patient information to do your job. This program is available in hardcopy, CD or disk format from the Einstein Privacy Office (215-456-7084). This program provides the following guidance:

- ❑ **There should be no discussion of patient information in elevators, waiting rooms, cafeterias, hallways or other places in the facilities where the information may be easily overheard.**
- ❑ **Information that you learn inside the Einstein Healthcare Network needs to stay inside the network. You should not be discussing patients with anyone outside of the network.**
- ❑ **If you don't need the patient information to get your job done, you should not look at the information and you should not ask for the information. If you overhear information, you need to keep it to yourself.**
- ❑ **Written and electronic patient information should not be left unattended. Information should be returned to where it is stored. It is important to remember that patient information cannot be thrown away with the regular trash.**
- ❑ **It is not permissible to share with anyone outside of EHN that you saw someone you know who is a patient, even if you don't share any information about why they are here.**

At anytime, if you have questions about patient information and how it can be used, you can consult with the manager in your area, the Manager of Volunteer Services and the Privacy Officer (215-456-7284). We don't expect you to know everything, but we do expect that you will ask us if you have a patient privacy question!

# EINSTEIN HEALTHCARE NETWORK

## CERTIFICATION OF TRAINING

### HIPAA

I certify that:

1. I have met and discussed EHN's HIPAA policy with the Manager or Assistant Manager of Volunteers.
2. I understand that EHN has a Notice of Privacy Policies that tells patients what their privacy rights are and how EHN will use their information. I may obtain a copy of that Notice, either in hard copy or from the [www.einstein.edu](http://www.einstein.edu) website at anytime while I am a volunteer working for the network.
3. I understand that if / when I have access to patients and patients' information, I will only use the information that is necessary and appropriate to carry out my specific job responsibilities for EHN.
4. I have the opportunity to ask my supervisor and /or the Privacy officer questions regarding the EHN's policies and procedures regarding patient privacy at any time. In the event any further questions or concerns about patient privacy should arise, I agree to contact my supervisor, the Manager of Volunteer Services or the Privacy Officer to discuss such issues.
5. I agree to protect patient privacy while volunteering.
6. You are expected to report any breaches of confidentiality or security to the *Manager or Assistant Manager of Volunteer Services or their designee*.
7. I have read the above information and HIPAA fact sheet and understand what my obligations are. In addition, I understand that violations of this policy may result in being removed from my volunteer position in the Einstein Healthcare Network.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Student Affiliate/Volunteer Position: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_



