The Institutional Compliance & Privacy Office has implemented a Patient Privacy Monitoring Program in Epic

WHY IS PATIENT PRIVACY IMPORTANT?

Maintaining privacy and confidentiality creates a safe space for patients to speak freely with their healthcare providers; and can lead to better interactions and higher-quality care.

Accessing electronic patient information beyond what is required or permitted for work-related purposes is unethical and violates the HIPAA Privacy Rule.

OUR COMMITMENT

UT Health San Antonio will maintain the privacy and confidentiality of electronic patient information by monitoring and auditing electronic health record access as required by federal law.

REMEMBER!

Epic users are subject to monitoring and will be held accountable for any inappropriate Epic access.

ATTENTION!

New Privacy Policies that support this initiative:

» Sanctions for Privacy Violations Policy (IHOP 11.1.17)

» Privacy Compliance Program Policy (IHOP 11.1.0)

Use the QR code or visit the Institutional Handbook of Operating Policies (IHOP) at:

WP.UTHSCSA.EDU/PAO/HOP/

Jessica L. Saldivar, JD, LLM
Chief Compliance & Privacy Officer

Institutional Compliance & Privacy Office
(210) 567-2014
compliance@uthscsa.edu

Report Privacy Violations to:
INSIDEUTHSA.ETHICSPOINT.COM

UT Health
San Antonio
Institutional Compliance & Privacy

PATIENT PRIVACY MONITORING PROGRAM

UT Health
San Antonio
Institutional Compliance & Privacy

UT HEALTH SAN ANTONIO EMPLOYEES MAY ACCESS PATIENT INFORMATION FOR BUSINESS PURPOSES ONLY.

Some examples of appropriate access include:

TREATMENT
Access a patient's record for a treatment-related purpose. This means that you have a business purpose relating to the treatment of this patient.

PAYMENT
Access a patient's record for payment-related activities like obtaining reimbursement for treatment that has been provided, determining eligibility for coverage, or some similar payment activity.

HEALTH CARE OPERATIONS
You are performing a business function as part of your job that requires access to patient information, such as: legal, audit, compliance, business analytics, quality improvement, quality assessment, or some similar business activity.

EDUCATION
You supervise UT Health San Antonio students or residents, and it is your job to identify patient cases for review by your students.

RESEARCH
You have an IRB-approved study, and your approved study protocol specifically permits you to use/access this patient information.

The Institutional Compliance & Privacy Office has implemented a Patient Privacy Monitoring Program in Epic

The following examples of inappropriate Epic access will be audited and monitored daily:

SELF LOOKUP
Accessing one's own medical record

COWORKER LOOKUP
Accessing a co-worker's medical record (without a business reason)

FAMILY MEMBER LOOKUP
Accessing a family member's (e.g. spouse, child, parent, significant other, etc.) medical records

HIGH-PROFILE PATIENT LOOKUP
Access of VIP patients, public figures, athletes, and celebrities (without a business reason)

NEIGHBOR LOOKUP
Accessing a neighbor's medical record

PRIVACY VIOLATION

Accessing PHI in Epic for Personal Use is Prohibited

Privacy violation examples include:

- You access and view your personal lab results in Epic instead of using MyChart.

- You review your parents' medical records from their most recent visits in Epic instead of the MyChart Proxy.

- You schedule appointments in Epic for family members and friends even if it is not part of your job.

- You access Epic because your co-worker's birthday is coming up, but you can't remember the exact date and want to send out a card.

- You had the same procedure as a friend in another department and want to compare your doctor's notes.