

Protecting Patient Privacy Starts with You

- » Report any suspected privacy incidents immediately
- » Complete all of required Privacy training in UT Learns
- » Read all HIPAA Privacy Alerts and share them with your teams

WHY PATIENT PRIVACY MATTERS

Protecting patient privacy and maintaining confidentiality fosters trust and encourages open communication between patients and their healthcare providers. This trust is essential for delivering high-quality care and enhancing the overall patient experience.



How can we help you?

For questions about our privacy program policies, services, training requests, or to report a privacy incident, please contact us.

Institutional Compliance & Privacy Office

Phone:
210-567-2014

Email:
askcompliance@uthscsa.edu

Website:
insideuthscsa.ethicspoint.com

Report Privacy Violations to:
askcompliance@uthscsa.edu



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PATIENT PRIVACY PROGRAM



OUR COMMITMENT TO PRIVACY

UT Health San Antonio is dedicated to upholding the privacy and confidentiality of patient information in accordance with federal and state laws, as well as institutional policies.

PRIVACY MONITORING ACTIVITIES

To safeguard Protected Health Information (PHI), our privacy program includes:

- » EPIC Privacy Monitoring – Conducting routine audits to detect and address unauthorized access to patient records.
- » On-Site Privacy Walkthroughs – Evaluating physical environments to ensure privacy safeguards are in place.
- » Risk Assessments – Identifying potential privacy risks and implementing strategies to reduce them.

HIPAA PRIVACY ALERTS

We distribute monthly Privacy Alerts to:

- » Raise awareness of emerging privacy threats
- » Highlight best practices to prevent privacy incidents
- » Provide updates on relevant policies and regulatory changes



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

HOW TO REPORT A PRIVACY INCIDENT

If you suspect a privacy incident, notify us immediately upon discovery.

Reporting is easy and confidential:

- » Online: Submit a report at



Phone: Call 210-567-2014

- » Email: askcompliance@uthscsa.edu

EXAMPLES OF REPORTABLE HIPAA PRIVACY INCIDENTS

- » Disclosing PHI to the wrong patient verbally, in writing, or electronically.
- » Viewing patient records without a job-related reason.
- » Leaving PHI visible on screens or desks.
- » Emailing PHI without encryption.
- » Discussing patient cases in public spaces.
- » Taking unauthorized photos or videos of patients.
- » Posting PHI on social media.