

Sutter Medical Center of Santa Rosa

HIPAA TIPS

YOUR ROLE IN KEEPING PATIENTS' INFORMATION CONFIDENTIAL



- Avoid discussing patient information in public areas.
- Access or share patient information only on the basis of **NEED TO KNOW TO DO ONE'S JOB**.



- Before mailing PHI, check to make sure each page of information belongs to the correct patient.
- Check the address on the envelope to make sure it is correct.



- If you leave your computer log off or lock it.
- Do not leave PC monitors visible to public
- Do not store PHI on laptops, that are not encrypted. Contact the Help Desk for assistance at ext. 4695.



- Recycle confidential information in the gray shredding bins.
- Recycle non-confidential information in the blue bins.



- Verify the Fax number by writing it down and then reading it back to the requestor.
- Always use the SMCSR Fax Cover Sheet
- Check the fax number you entered two times before faxing.



- Add the SMCSR confidential Notice to your emails.
- Use Certified Mail when emailing PHI outside the Sutter Health Internal email system.



- Cover patient information when transporting it throughout the Medical Center.
- Return patient information to your office before entering public areas.



- Make sure your PDA (Blackberry) has a password so if it misplaced others cannot open it. If you lose your Blackberry, notify the Help Desk immediately, ext 4695.

If you receive a patient complaint regarding a privacy breach, you must contact the Privacy Officer immediately at 576-4303