



COMPLIANCE NEWSLETTER

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Heritage Provider Network

Compliance Officer Forum

Mobile Devices and PHI

Know the RISKS, and Take the STEPS to PROTECT & KEEP it SECURE!

by Jeff Baron, ADOC, GCMG, LMG, & RMG Compliance Officer, and Debbie Zamora, BFMC Compliance Officer

While mobile devices are convenient to use, they present a challenge in protecting and securing information, especially with the risk of theft or loss of the device.

HPN ensures that company assigned mobile devices are secured and protected, but it is still the responsibility of each staff member to play their part in protecting confidential information. Staff should only access confidential information via company assigned computers and/or approved devices.

Risks

• Data Leakage

Always ensure that the network has proper security, firewalls, and virus protections. Do not use personal devices to access company confidential information or PHI. Do not use unsecured public Wi-Fi networks (e.g. McDonald's, Starbucks, or at an airport/hotel)! All Wi-Fi connections/ 'hotspots' are not the same and some can be **dangerous**.

• Employee Mistakes

Always ensure you are sending information to the correct entity. Be mindful of the location of your devices. Never leave your device in a public place or overnight in your car—ever! Store your devices in a secure place.

• Incidents from devices

Ensure your devices are password protected, encrypted, and have remote wiping/disablement installed. Always lock your devices when not in active use. Never access company data or email from personal devices (unless given prior permissions by your IT department).

• Cloud computing

Always obtain approval from IT before installing or using applications, including file sharing applications (Dropbox, iCloud, Google docs). Never open unknown or suspecting emails or clicking links that connect an external site. Never provide confidential company or personal data to others, such as logins or passwords.

• External hacking

Use secure passwords and consider passphrases rather than traditional passwords. Take care to prevent others learning your password. Never share or write down passwords and do not use the same passwords for multiple sites or logons.

2016 Compliance Training is Underway!

- ◆ Code of Conduct
- ◆ Cultural & Linguistics 
- ◆ Fraud, Waste & Abuse
- ◆ Harassment
- ◆ HIPAA Compliance
- ◆ Injury & Illness
- ◆ Model of Care

Training is located on your group's website or at: heritageprovidernet-work.com/?p=compliance

Forward all scores and certificates to your HR department!

Did you know

HPN CERTIFIES its staff to provide

INTERPRETATION SERVICES ?

Employees who provide interpretation services must be evaluated for bilingual proficiency, and will test either in Level 1 or Level 2:

Level 1: staff who test in Level 1 will have the ability to converse and provide directions and simple instructions in English and language of service (LOS) where knowledge of medical terminology and concepts are not required.

Level 2: staff who meet Level 1 requirements and are also able to provide simple medically and/or non-medically related instructions within their scope of practice, and are able to provide healthcare interpreting in simple/routine clinical encounters.

Cultural Competency and Linguistics

HPN serves a community diverse in their cultures, customs, beliefs, languages, and actions; and it is essential to effectively communicate and deliver care in a way that is acceptable and understandable to those with different cultures and lifestyles. As healthcare professionals, it is crucial to develop cultural competency to provide safe, efficient care and to reduce health disparities.

- Always explain information clearly and ask the patient to repeat instructions in their own words to ensure understanding.
- Confirm at the time of scheduling if patient needs interpreting services.
- Be aware, slow down, speak clearly, and use plain language and acceptable terminology.
- Always protect patient rights and never share a patient's personal information.
- Interact in a way that is safe, judgment free, and non-discriminating.

REPORT Compliance Concerns

Corporate Hotline: 855-682-4127

- ◆ Reports are kept confidential and may be made anonymously.
- ◆ Without fear of reprisal or penalties.
- ◆ Report to your Supervisor, HR, or Compliance Officer if you suspect any non-compliance.

Check out the new **Cultural and Linguistics Training** on your group's website!

COMPLIANCE OFFICERS			
HPN	Sandy Finley Corporate Compliance Officer sdfinley@hdmg.net	ADOC/GCMG/ LMG/RMG	Jeff Baron jbaron@regalmed.com
AZPCP	Kelly Karaniuk kelly.karaniuk@azprioritycare.com	HDMG	Kathy Litel kslitel@hdmg.net
BFMC	Debbie Zamora dzamora@bfmc.com	HVVMG	Denise Rock drock@hdmg.net
DOHC	Carlos Schroeder cschroeder@mydohc.com	SMG	Sherry Connelly sconnelly@sierramedicalgroup.com