

# COMPLIANCE NEWSLETTER

Volume 3, Issue 2

# 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

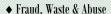
#### External hacking



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 note use the same passwords for multiple sites or logons.

## 2016 Compliance Training is **Underway!**

- ◆ Code of Conduct
- ◆ Cultural & Linguistics



- **♦** Harassment
- **♦** HIPAA Compliance
- ♦ Injury & Illness
- ◆ Model of Care

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

Forward all scores and certificates

to your HR department!

Did you know

**HPN CERTIFIES** its staff to provide

INTERPRETATION

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 nonmedically 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.

### **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.
- Always protect patient rights and never share a patient's personal information.
- Interact in a way that is safe, judgment free, and non-discriminating.

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

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