

# Privacy Awareness Quiz

## #PrivacyMatters

## #PrivacyAware



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This publication provides general guidance for healthcare practices in Alberta. It is expected that you will review and refine these documents to meet your needs. For additional assistance, please contact

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## Reasonable Safeguards

As an employer and health care provider, you are responsible to provide training to all of your employees about privacy awareness. If you don't provide the training, or if the employees don't understand the policies and there is a privacy breach, then the healthcare provider is more likely to be held accountable under the legislation and face penalties including fines and even prison!

Protect your organization and your patients.

Equip your staff with the information they need to confidently and correctly handle personal health information.

Healthcare businesses need privacy awareness training to support key policies, procedures and risk management programs, and, of course, to provide good patient care.

Patients value the privacy and security of their information. Healthcare providers and clinic managers value privacy and security, and they value not having adverse results as a lack of compliance or patient safety issues.

Patients trust their healthcare providers with their sensitive, personal, and financial information.

If patients don't feel that the healthcare provider will keep their information confidential and secure, patients may choose not to share their information which may impact their healthcare and treatment.

When we are privacy aware, we can better respond to patients' questions and build their trust in the quality of services that we provide.

Take this **Privacy Awareness Quiz** to see if you are up-to-date with common scenarios in healthcare.

## What To Do Next

### Prepare

- Copy the question pages and the answer pages separately.

### Activity

- Circulate the questions to your team members.
- Ask them to indicate their answers.
- Circulate the answer sheet to your team members and ask them to review their responses.

### Discuss

- Discuss the questions and the answers with your team. How do these scenarios apply to your healthcare practice?
- Are there similar scenarios and 'what if' questions that spark a conversation about procedures in your practice?

### Bonus Tips

- Use this quiz again as a practical privacy awareness examples to train new employees.
- Use this quiz as part of your skills screening when you interview new hires.

## Contents

|                                                                                    |           |
|------------------------------------------------------------------------------------|-----------|
| Reasonable Safeguards.....                                                         | 3         |
| What To Do Next .....                                                              | 4         |
| Prepare .....                                                                      | 4         |
| Activity.....                                                                      | 4         |
| Discuss.....                                                                       | 4         |
| Questions.....                                                                     | 6         |
| 1. Soccer Mom Looks Up Friend's Address .....                                      | 6         |
| 2. Celebrity Visit! .....                                                          | 6         |
| 3. Training Examples.....                                                          | 7         |
| 4. Patient Access to Their Own Information .....                                   | 7         |
| 5. Chart Notes Print-out .....                                                     | 8         |
| Answers .....                                                                      | 9         |
| 1. Soccer Mom Looks Up Friend's Address .....                                      | 9         |
| 2. Celebrity Visit! .....                                                          | 9         |
| 3. Training Examples.....                                                          | 9         |
| 4. Patient Access to Their Own Information .....                                   | 10        |
| 5. Chart Notes Print-out .....                                                     | 10        |
| Privacy Awareness in Healthcare: Essentials.....                                   | 11        |
| Also Available: Privacy Awareness in Healthcare Training – Dental Practices! ..... | 11        |
| ABOUT Jean L. Eaton.....                                                           | 12        |
| <b>Follow Jean L. Eaton Online!</b> .....                                          | 12        |
| <b>ABOUT PRACTICE MANAGEMENT SUCCESS .....</b>                                     | <b>12</b> |

## Questions

### 1. Soccer Mom Looks Up Friend's Address

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Mary works in a busy diagnostic laboratory as receptionist. She is also a busy soccer mom, too.

One day, a parent texts her at work and tells her that something has come up and she can't go to the game tonight. She is the snack mom and asks Mary if she can pop by her house to pick up the snacks to bring to the game for her.

Mary can't remember the house address so she does a quick search in the laboratory's patient electronic medical record to look up the address.

She doesn't look at any of the test result information.

**Is this a good privacy awareness practice?**

**Yes / No**

**Why or why not?**

### 2. Celebrity Visit!

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Did you hear the news? A certain mega-film star has been working on a movie set nearby.

He supposedly fell while doing a daredevil stunt and now is in the hospital to receive treatment for his injuries. I hope that he is alright!

You ask your friend who works in the emergency department if she actually spoke with the star.

**Is this a good privacy awareness practice?**

**Yes / No**

**Why or why not?**

### 3. Training Examples



You are training a new employee at your healthcare practice. You need to demonstrate how patient referral records are created in the EMR.

You can't think of a good example to demonstrate so you create a new referral in your own personal record.

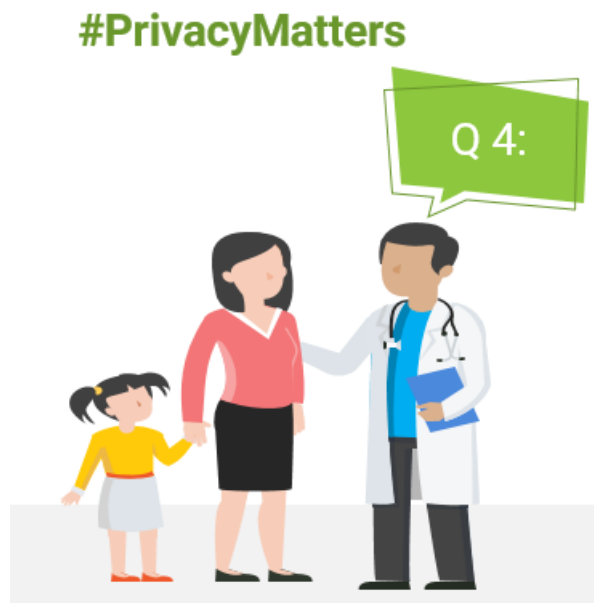
You know that there is nothing super-confidential in your own record and you will simply delete the information anyway.

**Is this a good privacy awareness practice?**

**Yes / No**

**Why or why not?**

### 4. Patient Access to Their Own Information



A patient is moving to another city and asks to have a copy of their personal health record information so that they have it with them in case they need it.

They don't have a new family physician, yet.

You discuss the access request with the patient and:

- Identify what information the patient wants to have in a printed format.
- Assist the patient to complete an access request form so that you are both clear about what information will be provided to the patient. The patient signs the form.
- You tell the patient that you will complete their request and they can pick up the information at the clinic in a few days.

**Is this a good privacy awareness practice?**

**Yes / No**

**Why or why not?**

## 5. Chart Notes Print-out

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A patient at your clinic has finished their consultation with their physician.

The physician prints a copy of the lab requisition, consultation letter, and prescription for the patient and hands it to the patient.

The patient leaves the clinic but returns a couple of hours later. The patient realized that the information is not for her – the information belongs to a different patient.

**Is this a good privacy awareness practice?**

**Yes / No**

**Why or why not?**

The answers to these questions are available on the next page.

## Answers

### 1. Soccer Mom Looks Up Friend's Address

No, this is not a good privacy awareness practice.

Even if your intention is not malicious, this is an example of an unauthorized access to patient's information. Mary's friend's address is identifying information and her access to the EMR for a non-healthcare purpose is a misuse of Mary's access granted to her by her employer. In fact, this is a privacy breach.

Respect your friends', and your patients', right to privacy. Don't look up their information unless you have an authorized purpose to do so.

### 2. Celebrity Visit!

No, this is not a good privacy awareness practice.

Each of us – even celebrities – have the right to privacy. We each have the right to choose when we share our personal information. Don't put you and your friend in jeopardy when you discuss patients that you are not currently providing a health service.

Remember, if you look up the celebrities' information in the EMR, your actions are recorded in the EMR audit log. This creates an audit trail about who accessed each patients' record and may implicate you in a privacy breach.

This applies when we see a friend or acquaintance at our place of work, too. Be discreet and don't initiate a conversation with your friend when they are attending a healthcare appointment. If your friend starts a conversation with you, follow their lead and respect the responsibilities of your role at work.

Don't discuss with your family who you saw at work. If asked, you can simply say, "I don't know."

### 3. Training Examples

No, this is not a good privacy awareness practice.

Using your own health record as a training tool is never a good idea. The information that you add to your health record permanently adds information to your record even if you plan to delete it later. When you create a referral using real healthcare providers, you are adding inaccurate information to the providers' profile, too.

It is far better to create 'test' patients and 'test' providers in your system to train new employees or map out new procedures.

#### **4. Patient Access to Their Own Information**

Yes, this is a good privacy awareness practice.

Patients have the right to access their own information.

In this case, the patient wants to have a copy of (parts) of their health record with them. When you explain that there are steps that you need to take to ensure that you are getting the correct information prepared for the patient, and that they can pick up the information soon, you are properly responding to the access request.

You are coaching your patient to be privacy aware, too!

The patient will appreciate your response to their request.

#### **5. Chart Notes Print-out**

No, this is not a good privacy awareness practice.

The patient has viewed confidential information that belongs to someone else. This error has resulted in a privacy breach of another patients' information and could have also resulted in a medical error if the lab or pharmacy did not confirm the patients' identity and used the incorrect information.

This is a privacy breach.

Also, you need to locate the information that was printed for the patient. Was this given to someone else in error?

## Privacy Awareness in Healthcare: Essentials

If you would like more practical privacy awareness training available on-line at your convenience, see Privacy Awareness in Healthcare: Essentials.



Grab this from Corridor Interactive now!

<https://informationmanagers.ca/Privacy-Awareness-Corridor/>

Also Available: Privacy Awareness in Healthcare Training – Dental Practices!



Learn more and sign up here!

<https://informationmanagers.ca/privacy-awareness-corridor-dental/>

## ABOUT Jean L. Eaton

### ***When we know better, we can do better...***

I am is constructively obsessive about privacy and confidentiality in the healthcare sector – and I think you should be too!

I assist healthcare providers, clinic managers, practice managers, privacy officers, and independent healthcare practice owners with practical privacy awareness training and tools that are easy to implement, consistent content, cost-effective, and meaningful to your day-to-day business.



As a Certified Health Information Management professional, and privacy awareness training facilitator, I have had the honour to share my obsession about practical privacy and confidentiality advice with hundreds of medical clinics and healthcare practices and organizations across Canada and the US.

I am honoured to partner with Corridor Interactive to provide this Privacy Awareness in Healthcare: Essentials course to assist you in your healthcare practice.

If you would like to discuss how I can help your practice, just send me an email. I am here to help you.

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Membership is open to all healthcare practices of any size – physicians, optometrists, audiologists, dentists, chiropractors, physiotherapists, nurse practitioners, and more! Members access online resources when you need it and benefit from networking and support from other clinic managers, practice managers, and healthcare providers in independent community practices – just like you!

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