

HIPAA BASICS FOR TECHNOLOGY AND DIGITAL TOOLS

What do you have access to?

As an OFFOR Health associate or contractor you will have access to private and patient information. It is essential that all associates or contractors understand their responsibilities and how to use their access to digital tools.

The Privacy Rule protects our patients' Protected Health Information (PHI) while letting you securely exchange information to coordinate our patients' care. The Privacy Rule also gives patients the right to:

- Examine and get a copy of their medical records, including an electronic copy of their medical records
- Request corrections
- Restrict their health plan's access to information about treatments they paid for in cash

The Privacy Rule protects PHI that you hold or transmit in any form, including electronic, paper, or verbal. PHI includes information about:

- Common identifiers, such as name, address, birth date, and SSN
- The patient's past, present, or future physical or mental health condition
- Health care you provide to the patient
- The past, present, or future payment for health care you provide to the patient

Ways an OFFOR Health associate or contractor will access protected information:

1. Email (with PHI security level selected)
2. SharePoint
3. Salesforce
4. Microsoft Teams

Ways an OFFOR Health associate or contractor should not be accessing or sharing protected information:

- A. Text message on personal devices
- B. Slack
- C. Personal computer

Tips for working with protected information

1. When sending emails, you have the ability to select the sensitivity level (aka security rule) of message - any message that contains ANY PHI needs to select the "Protected Health Information" level.
2. When using your personal mobile device, to access OFFOR Health information, you will be required to use Multiple-Factor Authentication to access OFFOR Health digital tools & services.
3. Sharing Patient Information - the best way to share information with other associates is directly within Salesforce by using "chatter" and "@mention" the recipient (for example "@andrew.young").
4. If you need to dialogue with other associates regarding patient information, associates and contractors need to use Microsoft Teams.

Getting support with digital tools & compliance or Microsoft Outlook

OFFOR Health Privacy and Security Officer – Larry Stelzer

OFFOR Health, Inc.'s Corporate Counsel Larry Stelzer serves as the organization's Privacy Officer. The Privacy Officer should be used as a resource to all company associates to answer and address HIPAA and privacy questions and concerns. If you have any questions, identified an issue or concern, or become aware of a potential HIPAA/Privacy breach, immediately bring the issue to the Privacy Officer's attention. The Privacy Officer will work with you to review the facts and circumstances of the issue and work with the company General Counsel, Security Officer, and/or other relevant company associates to analyze, take needed action, and resolve the issue or concern.

OFFOR Health Security Officer – Andrew Young

OFFOR Health, Inc.'s Chief Experience Officer Andrew Young serves as the organization's Privacy Security Officer. The Security Officer should be used as a resource to all company associates to answer and address digital privacy / access questions and concerns.

Our Notice of Privacy Practices that can be found at [Notice of Privacy Practices](#)

Our (HIPAA) Privacy, Security, and Breach policies can be found at [HIPAA Privacy Policies](#)

Our Compliance Program and Code of Conduct can be found at [Offor Health Inc. Compliance Program and Code of Conduct.pdf](#)