

HANDY HIPAA HINTS

- ✓ Use client initials in all email, on clock hour forms, on supervisory contact forms, and on lesson plans that may be viewed by others or taken out of the building.
- ✓ If you must email client information, use email systems that provide adequate security. The ASU system is secure, Yahoo, Hotmail, and others are not secure. The ASU system does not encrypt data.
- ✓ Do not use the client's name in the subject line or in the email.
- ✓ Remember to remove any identifying information from documents to be shared in a class.
- ✓ Do not remove a videotape with client information from the building. Check with the Clinic office to find a place for viewing the tape.
- ✓ Make every attempt to keep oral communication with and about clients as private as possible. When reasonable, move to a private room or move to another part of a room, and keep voices low.
- ✓ Do not discuss clients in places where you could be overheard. Remember that client information is private information.
- ✓ Never discuss clients in public places.
- ✓ The Student Prep Room is only for Communication Disorders/IHHS students and staff.
- ✓ Respect client's privacy when asking for medical information. Do not ask questions in places where they might be overheard.
- ✓ Keep phone messages about clients to a minimum.
- ✓ All protected health information should be placed face down in student boxes and when returned to a clinical educator. It would be even better to put the information in a large envelop before placing it in a mailbox.
- ✓ Dispose of unneeded client information in the designated locked box for shredding.
- ✓ Account for all protected health information before leaving a room, meeting, or copier.
- ✓ Be sure that any posted client information (for example, on schedule boards) is not visible to the public.
- ✓ A client record should never be changed once it is approved by the clinical educator in charge of the case.
- ✓ Be aware of the position of computer screens, making sure that unauthorized persons do not read client information over your shoulder.
- ✓ Passwords should be memorized, never written down.

- ✓ Keep computer passwords secret. Use passwords that are hard to guess. Do not share computer passwords and accounts.
- ✓ Do not put client information on computer hard drives where others might access it.
- ✓ When printing a report, stand at the printer and retrieve the report immediately.
- ✓ Be sure to log off from applications that show client data so that no data are accessible after you finish with the application.
- ✓ Clinical educators should remember to turn down the volume on their office answering machines, so that messages are not accidentally overheard by people passing the office.
- ✓ Call to verify any fax number before sending protected health information. Our fax forms do contain a privacy statement, so be sure to use one of these cover pages.
- ✓ Private offices that contain client information should be locked when not in use. Client charts should be returned to the Clinic Office.