

QUESTIONS FOR ANNUAL HIPAA TRAINING

Question: You are about to leave on vacation, and your supervisor asks for your password because he or she will need to log on to the system to perform your responsibilities while you are away. What should you do?

- A. Give your password to your supervisor**
- B. Do not give your password to your supervisor**

Question: You have been asked to phone your patient Mary Smith regarding some irregularities in her recent bloodwork. Your call is answered by a man who identifies himself as Mary's husband Tom, whom you have never met. You give him your name and tell him where you are calling from. He inquires about the nature of your call and even says, "I know she had some bloodwork done earlier this week – did it come back ok?" What do you tell Tom?

- A. The lab results of his wife's test
- B. The name of the disease that the physician now believes his wife may have
- C. Explain to Tom that UPMC takes protecting its patient's privacy very seriously, and therefore you cannot disclose any information to him without the consent of the patient. I would then give him your name and telephone number, and ask him to have Mary phone you at her convenience.
- D. Your name, the name of the office/physician that you are calling from, the results of the lab work that you are calling about, and your return telephone number in case the patient has any questions.
- E. Your name, the name of the office and/or name of the physician that you are calling from, the results of the lab work that you are calling about, and the name of the disease the physician suspects the wife may have.

Question: You have just received a phone call requesting that you immediately fax the medical records of one of your patients to the physician's office where you have referred the patient. The caller explains that the patient has an appointment in 12 days. What would you do?

- A. Because there is significant time, I would mail the records**
- B. Because the patient has asked me to, I would fax the records.**

Question: You have just received a phone call requesting that you immediately fax the medical records of one of your patients to the physician's office where you have referred the patient. The caller explains that the patient is currently in the office. What step(s) is missing from the following procedure for faxing PHI?

- Use the approved PSD cover sheet and clearly specify the intended recipient of the fax.
 - When sending a fax to a non-routine recipient, notify the recipient in advance.
 - Verify with the recipient that the fax number is correct prior to sending the fax.
 - Ask the patient to provide the fax number as part of his/her authorization (i.e. have the patient write it on their "Authorization for the Release of PHI" form)
- A. Do not fax – only send the records by mail
- B. After the fax has gone through, verify with the recipient that the fax has been received.
- C. Do not fax records – as you are not the person assigned to release medical records, so you should wait and give it to her/him to do.
- D. If available, use the button with the preprogrammed number for the receiving office.
- E. Do not fax records – we use a copy service to process requests for the release of medical records, so I will wait and give it to them when they come back to our office.
- F. Both B and D.

Question: You are working on a report that contains Protected Health information and need to save the document to continue working on it. Where can you NOT save the document?

- A. A network drive or departmental share drive
- B. Your M drive
- C. The C drive of your desktop
- D. On your home computer
- E. The C drive of your laptop
- F. C, D, and E.

Question: You are on a crowded elevator and a staff member with whom you need to discuss patient information enters the elevator. What should you do?

- A. Begin to discuss the information
- B. Whisper the information to the person
- C. Write all of the information on a piece of paper and hand the paper to the person
- D. Wait until you can get to a private area before discussing the patient information.

Question: Non-physician staff are permitted to electronically access the medical records for which of the following circumstances:

- A. Subject to certain limitations: myself
- B. My children
- C. Neighbors
- D. A patient for whom I am caring, but only as necessary to perform my job duties
- E. The people for whom I have been named as their Personal Representative
- F. Both A and D