

Salt River Fire Department EMS Policies and Procedures

Levels of Access to Protected Health Information



05/2003

401.06

PURPOSE

The purpose of this policy is to outline levels of access to Protected Health Information (PHI) of various members of Salt River Fire Department and to provide a policy and procedure on limiting access, disclosure, and use of PHI. Security of PHI is everyone's responsibility.

POLICY

The Salt River Fire Department retains strict requirements on the security, access, disclosure, and use of PHI. Access, disclosure, and use of PHI will be based on the role of the individual staff member in the organization, and should be only to the extent that the person needs access to PHI to complete necessary job functions.

When PHI is accessed, disclosed, and used, the individuals involved will make every effort, except in patient care situations, to only access, disclose, and use PHI to the extent that only the minimum necessary information is used to accomplish the intended purpose.

PROCEDURE

Role Based Access

Access to PHI will be limited to those who need access to PHI to carry out their duties. The following describes the specific categories or types of PHI to which such persons need access is defined and the conditions, as appropriate, that would apply to such access.

Job Title	Description of PHI to Be Accessed	Conditions of Access to PHI
EMT	CAD information, patient care reports	May access only as part of completion of a patient event and post-event activities and only while actually on duty

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Job Title	Description of PHI to Be Accessed	Conditions of Access to PHI
Paramedic	CAD information, patient care reports	May access only as part of completion of a patient event and post-event activities and only while actually on duty
Technical Services	Computer data entry with patient care reports, CAD information	May access only as part of duties to complete computer data entry and follow up and only during actual work shift
Billing Clerk	Patient care reports, billing claim forms, remittance advice statements, other patient records from facilities	May access only as part of duties to complete patient billing and follow up and only during actual work shift
Field Supervisor	CAD information, patient care reports	May access only as part of completion of a patient event and post-event activities, as well as for quality management checks and corrective counseling of staff
Dispatcher	CAD information	May access only as part of completion of an incident, from receipt of information necessary to dispatch a call, to the closing out of the incident and only while on duty
Training Coordinators, EMS Coordinators, EMS Specialists	CAD information, patient care reports	May access only as a part of training and quality management activities. All individually identifiable patient information should be redacted before use in training and quality management activities.

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Job Title	Description of PHI to Be Accessed	Conditions of Access to PHI
Quality Management Team / Committee	CAD information, patient care reports, other patient records from facilities	May access only as a part of training, follow up, and quality management activities. All individually identifiable patient information should be redacted before use in training and quality management activities.
Department Managers	CAD information, patient care reports	May access only to the extent necessary to monitor compliance and to accomplish appropriate supervision and management of personnel
Salt River Pima Maricopa Indian Community Legal Staff	CAD information, patient care reports	May access only to the extent necessary to effectively respond to a medical/legal query or activity involving the Salt River Fire Department

Access to PHI is limited to the above-identified persons only, and to the identified PHI only, based on Salt River Fire Department's reasonable determination of the persons or classes of persons who require PHI, and the nature of the health information they require, consistent with their job responsibilities.

Access to a patient's entire file will not be allowed except when provided for in this and other policies and procedures and the justification for use of the entire medical record is specifically identified and documented.

Disclosures to and Authorizations From the Patient

SRFD members are not required to limit the minimum amount of information necessary required to perform their job function, or their disclosures of PHI to patients who are the subject of the PHI. In addition, disclosures authorized by the patient are exempt from the minimum necessary requirements unless the authorization to disclose PHI is requested by the Salt River Fire Department.

Authorizations received directly from third parties, such as Medicare or other insurance companies, which direct the release of PHI to those entities, are not subject to the minimum necessary standards. For example, if we have a patient's

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authorization to disclose PHI to Medicare, Medicaid, or another health insurance plan for claim determination purposes, the Salt River Fire Department is permitted to disclose the PHI requested without making any minimum necessary determination.

Department Requests for PHI

If the Salt River Fire Department needs to request PHI from another healthcare provider on a routine or recurring basis, we must limit our requests to only the reasonably necessary information needed for the intended purpose, as described below. For requests not covered below, SRFD members must make this determination individually for each request and should consult his or her supervisor for guidance. For example, if the request is non-recurring or non-routine, such as making a request for documents via a subpoena, we must make sure our request covers only the minimum necessary PHI to accomplish the purpose of the request.

Holder of PHI	Purpose of Request	Information Reasonably Necessary to Accomplish Purpose
Skilled Nursing Facilities	To have adequate patient records to determine medical necessity for service and to properly bill for services provided	Patient face sheets, discharge summaries, Physician Certification Statements and Statements of Medical Necessity, Mobility Assessments
Hospitals	To have adequate patient records to determine medical necessity for service, evaluate the appropriateness of medical care rendered, and to properly bill for services provided	Patient face sheets, discharge summaries, Physician Certification Statements and Statements of Medical Necessity, Mobility Assessments
Mutual Aid or Ambulance Paramedic Services	To have adequate patient records to conduct joint billing operations for patients mutually treated / transported by Mesa Fire Department	Patient care reports

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For all other requests, determine what information is reasonably necessary for each on an individual basis.

Incidental Disclosures

The Salt River Fire Department understands that there will be times when there are incidental disclosures about PHI in the context of caring for a patient. The privacy laws were not intended to impede common healthcare practices that are essential in providing healthcare to the individual. Incidental disclosures are inevitable, but these will typically occur in radio or face-to-face conversation between healthcare providers, or when patient care information in written or computer form is left out in the open for others to access or see.

The fundamental principle is that all Salt River Fire Department members must be sensitive about the importance of maintaining the confidence and security of all material we create or use that contains patient care information. Co-workers and other members should not have access to information that is not necessary for the member to complete his or her job. For example, it is generally not appropriate for field personnel to have access to patient billing records.

All personnel must be sensitive to avoiding incidental disclosures to other healthcare providers and others who do not have a need to know the information. Pay attention to who is within earshot when a member makes a verbal statement about a patient's health information, and follow some of these common sense procedures for avoiding accidental or inadvertent disclosures:

Verbal Security

Facilities and Waiting Areas: If patients are in waiting areas to discuss the service provided to them or to have billing questions answered, make sure that there are no other persons in the waiting area, or if so, bring the patient into a private area before engaging in discussion.

Public Areas: Members should be sensitive to that fact that members of the public and other agencies may be present in the garage and other easily accessible areas. Conversations about patients and their healthcare should not take place in areas where those without a need to know are present.

Other Areas: Members should only discuss patient care information with those who are involved in the care of the patient, regardless of their physical location.

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Members should be sensitive to their level of voice and to the fact that others may be in the area when they are speaking. This approach is not meant to impede anyone's ability to speak with other healthcare providers freely when engaged in the care of the patient. When it comes to treatment of the patient, members should be free to discuss all aspects of the patient's medical condition, treatment provided, and any of the patient's health information in their possession with others involved in the care of the patient.

Physical Security

Patient Care and Other Patient or Billing Records: Patient care reports should be stored in safe and secure areas. When any paper records concerning a patient are completed, they should not be left in open bins or on desktops or other surfaces. Only those with a need to have the information for the completion of their job duties should have access to any paper records.

Billing records, including all notes, remittance advices, charge slips, or claim forms should not be left out in the open and should be stored in files or boxes that are secure and in an area with access limited to those who need access to the information for the completion of their job duties.

Computers and Entry Devices: Computer access terminals and other remote entry devices such as PDAs and laptops should be kept secure. Access to any computer device should be by password only. Members should be sensitive to who may be in viewing range of the monitor screen and take simple steps to shield viewing of the screen by unauthorized persons. All remote devices such as laptops and PDAs should remain in the physical possession of the individual to whom it is assigned at all times. See the Salt River Fire Department's Policy on Use of Computer Equipment and Information Systems.

STANDARD

The standard for this policy is set forth by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.