Good evening, Health Care Component Contacts and Business Managers –

It’s always better to learn from the mistakes of others than to make your own, so I wanted to share a few recently reported HIPAA incidents with you. Please share these Six Lessons with those in your area who handle PHI in any form.

**The Mistake:** Email phishing results in the compromise of 1,200 patients at a Washington health care system.
**The Lesson:** Do not open email messages or attachments in messages from senders whose name or address you don’t recognize.

**The Mistake:** Hospital camera used to photograph patients is lost or stolen. It contained 500 newborn patient images.
**The Lesson:** Secure ALL devices that store PHI, including cameras. It’s even better to remove the memory card and secure it in a separate location.

**The Mistake:** Clinic mails billing statements to wrong addresses, resulting in PHI being sent to the wrong recipients.
**The Lesson:** Confirm patient demographic information at each visit. If mail is returned unopened, please remove the incorrect address from our system IMMEDIATELY.
The Mistake: Terminated employee improperly accesses ePHI of hundreds of mental health patients.
The Lesson: When an employee terminates, ensure all access to areas and systems containing PHI is also terminated. Complete the Termination Checklist in all cases.

The Mistake: Unencrypted laptop containing PHI is stolen from a health and wellness company.
The Lesson: Ensure ALL devices used for University business are encrypted. If you need help, contact your Tier 1/IT Representative.

The Mistake: Employee inappropriately accesses electronic medical records in hospital’s system.
The Lesson: Access only those records necessary to do your job. Do not access the PHI of family or friends unless you need to do so to do your job.

If you have questions about the above or any other HIPAA issue, please contact me. Thank you for your help with the University’s HIPAA compliance program.

Jill Bush Raines
Assistant General Counsel, Office of Legal Counsel and University Privacy Official
The University of Oklahoma
1105 N. Stonewall Avenue, Suite 221
Oklahoma City, OK 73117-1221
(405) 271-2033
(405) 271-1076 (fax)
jill-raines@ouhsc.edu

CONFIDENTIALITY NOTICE: This email, which includes any files transmitted with it, contains confidential information from University Legal Counsel, is intended solely for the use of the individual or entity to whom it is addressed, and may contain information protected by the attorney-client privilege. If you are not the intended recipient or the person responsible for delivering this email to the intended recipient, be advised that any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error, please notify the sender immediately by a “reply to sender only” message and destroy all electronic and hard copies of this email and any attached files.