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To:

Subject: Six Lessons to Learn From
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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.

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