

# Privacy Challenges in the Provider's World

LaVonne Wieland, RHIA, CHP

HealthEast Care System

St. Paul, MN

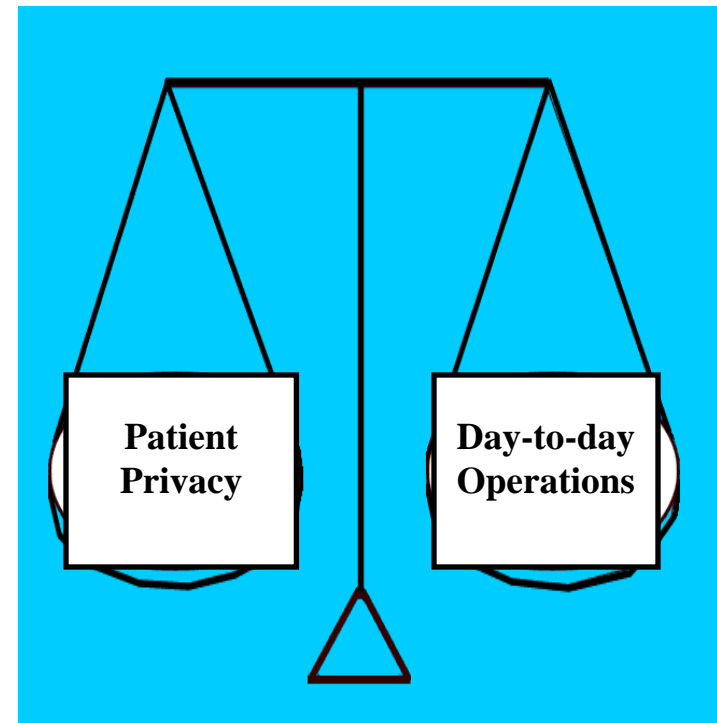


# Privacy Challenges

- Federal versus State privacy regulations
- Lack of uniform interpretations
  - Consent
- Balancing privacy with patient care and patient safety
- Patient's perspective versus provider's perspective

# Balancing Act

- Design of physical space to include private areas
- Conversations
- Sharing of information with family member or other healthcare provider
- Foreign language, culture, faith



# Balancing Act – Part 2

- Minors
  - How to protect confidential communications from further disclosure
- Training of staff
- Information system access
  - Justifying who and how much
  - Auditing
- Monitoring compliance

# Some myths that still exist

- We can't.....
  - Fax information
  - Talk to family member
- Phone conversations
- Reminder appointments



# Providers Perspectives

- Passwords
- EHR systems
- Open access
- Printing



# Patient Expectations and Concerns

- Increase in requests for:
  - Amendments
  - Restrictions
  - Who has accessed my information
- Identity theft and medical identity theft



# Current Discussions

- Email
- Remote access
- Telemedicine
- Personal Health Record
- Sending information electronically, CD/DVD, flash drive





**Welcome to our world  
of balancing patient privacy with  
treating the patient!**