

**OFFICE POLICY AND PROCEDURE**

**CHECKLIST #1**

**MAINTAINING PATIENT CONFIDENTIALITY**

Patient confidentiality breaches pose a significant risk in the healthcare setting. HIPAA and New York State laws govern your obligation to maintain the confidentiality of protected health information (PHI). Staff and providers must be aware that routine office practices, including telephone contact, verbal discussions, and computer use, inherently carry the risk of patient confidentiality breaches.

	<b>YES</b>	<b>NO</b>
1. Staff has been educated, at a minimum annually, regarding HIPAA and patient confidentiality. Attendance is documented and maintained in their personnel files.	<input type="checkbox"/>	<input type="checkbox"/>
2. Confidentiality agreements have been signed by all staff members.	<input type="checkbox"/>	<input type="checkbox"/>
3. Staff conversations regarding patient care are not audible to patients and visitors in the waiting area.	<input type="checkbox"/>	<input type="checkbox"/>
4. The staff has been advised to never discuss patients outside the office, including on social media platforms.	<input type="checkbox"/>	<input type="checkbox"/>
5. The flow of patients through the office has been assessed to determine how best to maintain the privacy of PHI.	<input type="checkbox"/>	<input type="checkbox"/>
6. Computer screens are not visible to patients or visitors.	<input type="checkbox"/>	<input type="checkbox"/>
7. Computers in exam rooms are not left on or active when staff or providers are not present.	<input type="checkbox"/>	<input type="checkbox"/>
8. Any electronic device that is used for the transmission of PHI is encrypted and has regular software updates installed.	<input type="checkbox"/>	<input type="checkbox"/>
9. The practice can leave messages on patient answering machines (e.g., regarding appointments) only if contained in your Notice of Privacy Practices. Patients are offered the option of opting out.	<input type="checkbox"/>	<input type="checkbox"/>
10. Business Associate Agreements are obtained and maintained for all vendors who have access to PHI.	<input type="checkbox"/>	<input type="checkbox"/>