

Confidentiality of Patient Health Information (PHI)

I. Policy

All staff employed by the Student Health Center (SHC) as well as student workers, interns, and volunteers are to maintain the confidentiality of personal health information (PHI) to which they have access in the course of fulfilling their daily job duties.

II. Definitions

Patient Identifiers-Any demographic information that may identify a specific patient such as name, address, birthdate, phone number, email, social security number, medical records number, account number, license number, and photograph.

Protected Health Information (PHI)-Any health information in the medical record or designated record that was created, used or disclosed in the course of providing health care services for a patient which may be personally identifiable.

III. Procedure

All persons employed or volunteering at the SHC who have access to PHI must hold this information in strict confidence and adhere to the following expectations:

A. Training

1. The University training in the Human Resources Talent Management system- *Security Awareness Training* (upon hire)
2. The SHC training in PowerDMS - *PHI/FERPA Privacy Training* (within the first 30 days and annually thereafter)

B. Staff will only access PHI in the SHC on a need to know basis. Any review of information by staff who are not directly involved in that patient's care or have not been directed to retrieve that information for the purpose of delivering, monitoring, or assessing health services will be considered a breach of confidentiality.

C. At no time shall staff or others associated with the SHC who have access to confidential information speak with media or others outside the SHC regarding SHC services without prior approval of the SHC Director as per SHC policy, *Student Health Center Representation*.

D. Requests for release of patient information will be processed per guidelines of SHC policy, *Release of Confidential Information Policy*.

IV. Attachments

None

V. References

1. AAAHC Standards 3.E.1-5, 6.B.1-5, and 6.D.1-2.