

HIPAA Privacy Rule Training eLearning Storyboard

Target Audience:

The focus will be all current hospital personnel

Terminal Objective:

Learners will be able to define HIPAA and its Privacy Rule and list some precautions to protect patient information. They will also define what an incident disclosure is and be able to list the possible consequences for violating the HIPAA Privacy Rule.

- Scenario
 - This will introduce the learner to a scenario where HIPAA Privacy information is share and ask them to think about if it was a violation. It set them up for why they will learn the following objectives.
- Objectives
- Overview of HIPPA and the Privacy Rule
- Define HIPAA and discuss the history of the privacy rule and how it applies to.
- Protecting Patient Information
 - Discuss different ways to protect patient information.
- Incident Disclosure
 - Discuss what an incident disclosure is and when it might happen.
 - Goes over the Protected patient information
- Consequences for Violations
 - Go over possible consequences for violating the HIPAA Privacy Rule.
- HIPAA Privacy Rule
 - Go over some additional information and guideline of the HIPAA Privacy Rule.
- Summary
- Revisit the initial scenario
 - We will revisit the original scenario and now they learner will decide if it was a violation or not with the information they have learned. They will receive feedback if the correct or not and why it is a violation.
- Final Evaluation

Review Guidance:

- Please focus on the accuracy and completeness of the content during this review cycle. “Page breaks” for the online course will be adjusted after the content is edited.
- Remember, the text in the far right column will be narrated audio.
 - There will be “connecting” words and phrases that would not appear in a written procedure. If the wording seems awkward to you, try reading the text aloud to see how it fits, then make changes if it still seems necessary.
 - Formatting is merely to aid the voiceover talent: remember, learners will hear – not see – this text.
- Capitalization is not important in the Audio column but is very important in the One Screen column.
- You can provide feedback by inserting comments where you want things changed or have questions.

eLearning Storyboard:

Slide Title	Description of Elements	Onscreen Text, Placeholder Images, and Interactions	Audio
1. Welcome	• Title • Begin Button	• HIPPA Privacy Training • Begin – This will come onto the slide with the narration.	• Welcome to the annual HIPAA Privacy Training. • Click the button to begin.
2. Navigation	• Background image of healthcare worker at a computer. • Navigation tools will be shown. ◦ Next ◦ Previous ◦ Replay ◦ Pause/Play	• How to Navigate this Course. • Take a moment to familiarize yourself with the navigation tools. • Arrows will slide in to point to the tools as the narration talks about each one and fade away when done.	• Let’s Take a moment to familiarize you with how to navigate through this course. • This button will take you to the next screen. • If you need to go back to the previous screen, you will click here. • Use this button if you need to replay the screen that you are currently on. • This button will allow you to pause or play the current screen you are on. • Let’s get started, click next.
3. HIPPA Situation	• Background image of healthcare worker on the phone	• Let’s Look at a Situation • A woman visits her gynecologist for a routine STD screening.	• Let’s Look at a Situation • A 33-year-old woman visits her gynecologist for a routine STD screening.

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	The narration will discuss a situation where a health care worker discloses health information to a third party.	- The doctor calls back a week later to report the results - Her husband answers the phone, and the doctor shares the results with her husband. - Did the doctor violate the HIPAA Privacy Rule? Text will appear onto the slide as the narration speaks of each part.	- A week after the screening, the doctor calls her house to give her the results. - The woman's husband answers the phone and the doctor proceeds to share the woman's results from her screening with her husband. - Did the doctor violate the HIPAA Privacy Rule? - During this training, we will go over the HIPAA Privacy Rule. At the end, you will understand what is and is not a violation.
4. Objectives	- Background image of healthcare workers presenting - The narration tells the objectives for the course.	- Learning Objectives - After this course, you will be able to: - Define HIPPA and its Privacy Rule. - List some precautions to protect patient information. - Define what an incident disclosure is. - List the possible consequences for violating the HIPAA Privacy Rule. Text will appear onto the slide as the narration speaks of each part.	- After this course, you will be able to: - Define HIPPA and its Privacy Rule. - List some precautions to protect patient information. - Define what an incident disclosure is. - And, List the possible consequences for violating the HIPAA Privacy Rule.

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5. Overview	● Background image of hospital clipboard ● The narration goes over some of the elements of the HIPAA Privacy Rule.	Base Layer ● Overview of HIPAA Privacy Rule ● What is the HIPAA Privacy Rule? ● Click on the icons to learn more 6 icons on the screen. Information Icon Layer ● Health Insurance Portability and Accountability Act Calendar Icon Layer ● Enacted in 2002 Medical Symbol Icon Layer ● Applies to healthcare organizations, plans, clearinghouses, and business associates with access to Protected Health Information (PHI). Magnifying Glass Icon Layer ● PHI consists of information which could reveal the identity of a patient, their medical history, or payment history. File Cabinet Icon Layer	Base Layer ● Let's take a look at what HIPAA stands for and what the Privacy Rule is about. ● Click on Each of the icons to learn more Information Icon Layer ● HIPAA stands for the Health Insurance Portability and Accountability Act Calendar Icon Layer ● The HIPAA Privacy Rule was first enacted in 2002 with the goal of protecting the confidentiality of patient healthcare information Medical Symbol Icon Layer ● The HIPAA Privacy Rule not only applies to healthcare organizations, but also healthcare plans, healthcare clearinghouses, and business associates with access to Protected Health Information. Magnifying Glass Icon Layer Layer ● Protected Health Information consists of 18 individually identifiable health information which individually or together could reveal the identity of a patient, their medical history, or payment history.

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		- Applies to all PHI regardless of how it is creates, used, stored, or disclosed. Clipboard Icon Layer - PHI can only be disclosed to a third-party with the authorization of the patient. Learner needs to listen to the entire layer before being able to click on the next one. Learner will need to click on each icon before they can continue.	File Cabinet Icon Layer - The HIPAA Privacy Rule not only applies to data in written format. Videos and images containing any individually identifiable health information are also protected by the HIPAA Privacy Rule. Clipboard Icon Layer - Protected Health Information can only be disclosed to a third-party with the authorization of the patient. Unless the disclosure is related to healthcare treatment, payment for healthcare, or healthcare related operations.
6. Protecting Patient Information	Background image of healthcare worker	Base Layer - Protecting patient information - How can you protect patient information? - Click on the icons to learn more 3 icons on the screen. Speech Bubble Icon Layer - Conversations - Elevators - Waiting Area - Cafeterias Photos of each of these places with a red x over each one.	Base Layer - Now let's discuss some ways you can protect patient information - Click on each of the icons to learn how. Speech Bubble Icon Layer - Conversations regarding protected healthcare information should take place in a secure location. - Elevators, Waiting Area, and Cafeterias are not considered secure locations. Please do not have conversations regarding patients protected healthcare information in these places. Person talking Icon Layer

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		Person talking Icon Layer • Ask First Photo of a doctor talking to a patient and a guest. Writing Icon Layer • Secure Files Photo of files on a desk. Learner needs to listen to the entire layer before being able to click on the next one. Learner will need to click on each icon before they can continue.	• Don't assume it is ok to speak about a patient's information in front of visitors or even family member without asking the patient first. Make sure you get permission from the patient before speaking openly in front of a visitor that is with them. Writing Icon Layer • Do not leave classified records, files and other written document on your desk in the open where they can be seen by others.
7. Emergency Situations	• Background image of healthcare worker	• Emergency Situations • Incident Disclosures • When there is an emergency and PHI must be shared quickly and you are unable to prevent others from hearing or seeing it. • Some examples of PHI are the following: • Names • Phone Numbers • Date of Birth • Social Security Numbers • Email Addresses • Medical Record Numbers	• Sometimes emergencies happen and we must disclose a patient's information in an unsecure area. • An incident disclosure is when there is an emergency and Protected Health Information must be shared quickly. This may make it so it is not possible to do it in a manner in which other people cannot be prevented from hearing or seeing the patient medical information. • Protected Health Information are things that can be used to identify the patient. • Some examples of PHI are the following:

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		Icons with the name of each example will appear in a horizontal line as narration discussed each one.	Names, Phone Numbers, Date of Birth, Social Security Numbers, Email Addresses, and Medical Record Numbers
8. Violations	Background image of healthcare worker	- Violations - What is a violation? - A violation is when you disclose a patient's PHI without their approval. - Some consequences of violating HIPAA's Privacy Rules are: - Jail Time - Fines - Civil Lawsuits Icons with the name of each consequence will appear in a horizontal line as narration discussed each one.	- A violations of HIPAA's Privacy rule is when you release or grant access patient's health information without their approval. - For example, if you share patient information you learned at work for any reason other than work related purpose, you have violated HIPAA's Privacy rule. - Some consequences of violating HIPAA's Privacy Rules are as follows: - Jail Time, Fines, and Civil Lawsuits
9. More information on HIPPA Privacy Rule	Background image of healthcare worker	Base Layer - HIPAA Privacy Rules - What else do you need to know about HIPAA's Privacy Rule? - Click on the icons to learn more 3 icons on the screen. Shot Icon Layer	Base Layer - Let's take a look at some other things you need to know about HIPAA's Privacy Rule. - Click on the each of the icons to learn more Shot Icon Layer - The hospital can disclose proof of immunization to schools for the individuals who are students or

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		● Parent/guardians can give permission without having to sign an authorization form to allow health professionals to disclose proof of immunization to schools for the individuals who are students or perspective students at the school. Skull Icon Layer ● Information on deceased patients must continue to be protected for 50 years after the date of death. DNA Icon Layer ● Genetic information cannot be used for underwriting purposes by insures. Learner needs to listen to the entire layer before being able to click on the next one. Learner will need to click on each icon before they can continue.	perspective students at the school without an authorization form being completed by the parents or guardian. This means parents or guardians can give permission to do this without having to sign an authorization form. Skull Icon Layer ● Information on deceased patients must continue to be protected for 50 years after the date of death. The hospital can disclose information about a deceased patient to family members or those involved in the patients care or payment for healthcare prior to the individual's death, but please consult with health information management or the privacy officer prior to the disclosure. DNA Icon Layer ● Genetic information cannot be used for underwriting purposes by insures. Underwriting means the process health plans use to determine what insurance cover they offer and who they will cover. Genetic information means information about individual genetic tests, the genetic tests of individuals or their family, or any present disease or history of a genetic disorder including research studies.

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10. Summary	● Background image of healthcare worker	● Summary ● Let's review ● The HIPAA Privacy Rule was enacted in 2002. ● Healthcare organization staff should only discuss PHI in secure locations. ● Incidental Disclosure is when there is emergency and PHI must be shared in an unsecured location. ● Consequences may be jail time, fines, or civil lawsuits. ● PHI should be protected for 50 years after death. Text will appear onto the slide as the narration speaks of each part.	● So, Let's review what we have learned about the HIPAA Privacy rule. ● The HIPAA Privacy Rule was enacted in 2002 as a way to protect the confidentiality of the patient healthcare information. ● Healthcare organization staff should only discuss patient's Protected Health Information in secure locations. They should ask before sharing information in front of a patient's visitor and the also need to make sure the keep patient's medical records secure. ● Incidental Disclosure is when there is emergency and a patient's Protected Health Information must be shared quickly, and in a manner in which others may not be prevented from hearing or seeing it. ● Some consequences of violating HIPAA's Privacy Rules may be jail time, fines, or civil lawsuits. ● A patient's Protected Health Information should be protected for 50 years after the death of the patient.
11. Revisit The HIPPA Situation	● Same slide as when situation was introduced ● Background image of healthcare worker on the phone ● The narration will discuss a situation where a health care worker discloses	● Let's Revisit the Situation ● A woman visits her gynecologist for a routine STD screening. ● The doctor calls back a week later to report the results ● Her husband answers the phone, and the doctor shares the results with her husband. ● Did the doctor violate the HIPAA Privacy Rule?	● Now let's revisit the situation we talked about at the beginning of this course. ● A 33-year-old woman visits her gynecologist for a routine STD screening. ● A week after the screening, the doctor calls her house to give her the results. ● The woman's husband answers the phone and the doctor proceeds to share the woman's results from her screening with her husband.

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	health information to a third party. • Yes or No buttons	• Yes • No Feedback (Yes) • You are correct! • This is a violation Feedback (No) • Sorry, this is incorrect • This is a violation	• Did the doctor violate the HIPAA Privacy Rule? • Select you answer by clicking on the button Yes or No Feedback (Yes) • Since the patient has not given the doctor permission to speak with her husband about her medical results it is a violation for the doctor to disclose any information to the husband about the patient’s visit. • Click the next button to continue. Feedback (No) • Since the patient has not given the doctor permission to speak with her husband about her medical results it is a violation for the doctor to disclose any information to the husband about the patient’s visit. • Click the next button to continue.
12. Quiz Introduction	• Background image of healthcare worker • Introduced the quiz and lets them know the needed score.	• Quiz • Let’s Take a short quiz. • You must receive an 80% or higher. Start button will appear with narration.	• Now, let’s take a short quiz to see what you have learned. • You must receive an 80% or higher on this quiz to pass. • Click the start button when you are ready
13. Quiz	• Background image of healthcare worker • Quiz question 1	• Quiz • Select All That Apply • Who does the HIPAA Privacy Rule apply to?	• Question 1 • Select All That Apply

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	• Select All • Answers will appear in random order each time.	• Healthcare organizations ✓ • Business Associates ✓ • Healthcare clearing houses ✓ • Healthcare Plans ✓ • Friends and family	• Who does the HIPAA Privacy Rule apply to?
14. Quiz	• Background image of healthcare worker • Quiz question 2 • True/False	• Quiz • True or False • It's okay to speak freely in front of a visitor and/or patients family members without first consulting the patient. • True • False ✓	• Question 2 • True or False • It's okay to speak freely in front of a visitor and/or patients family members without first consulting the patient.
15. Quiz	• Background image of healthcare worker • Quiz question 3 • True/False	• Quiz • True or False • If there is an emergency situation where protected health information must be shared where others may see or hear it. Would it be considered an "incident disclosure?" • True ✓ • False	• Question 3 • True or False • If there is an emergency situation where protected health information must be shared where others may see or hear it. Would it be considered an "incident disclosure?"
16. Quiz	• Background image of healthcare worker • Quiz question 4 • Multiple Choice	• Quiz • Multiple Choice • What are the possible consequences of violating the HIPAA Privacy Rule?	• Question 4 • Multiple Choice

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	Answers will appear in random order each time except for the last answer it will always be at the end.	- Jail time - A fine - Civil Lawsuit - All of the Above ✓	What are the possible consequences of violating the HIPAA Privacy Rule?
17. Quiz	- Background image of healthcare worker - Quiz question 5 - Multiple Choice - Answers will appear in random order each time.	- Quiz - Multiple Choice - How long does information on a deceased patient need to be protected? 50 years ✓ 25 years 10 years 7 years	- Question 5 - Multiple Choice - How long does information on a deceased patient need to be protected?
18. Results	- Background image of healthcare worker - Tells if they passed the quiz or if they need to retake it.	Feedback (Passing) - Results - Your score - Passing score - Congratulations, you passed - Retake Quiz (button) - Review Quiz (button) - Continue (button) Feedback (Not Passing) - Results - Your score - Passing score	Feedback (Passing) - Congratulations, you have passed the course. - Click the next button to continue. Feedback (Not Passing) - I am sorry. You did not pass. Please review the course and retake the quiz. You can retake the quiz up to 3 times.

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		• You did not pass • Retake Quiz (button) Learner can retake quiz 3 times to try to pass before having to start over.	
19. Thank You	• Background image of healthcare worker	• HIPAA Privacy Training • You have successfully completed HIPAA Privacy training • You may now exit. • Exit course Button	• You have successfully completed HIPAA Privacy training. • Thank you for taking to learn about HIPAA's Privacy Rule. • You may now exit the course.