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Texting and Email With Patients Under HIPAA: Meeting Patient Desires and Maintaining Compliance

Webinar #T5037

DATE AND TIME

April 10, 2018
12:30 - 2:00 p.m. CT

OVERVIEW

As HIPAA requirements for allowing patients electronic access to their health information are now in effect, and as patients increasingly come to depend on electronic communications, there are new demands for communication via email and texting.

This session will focus on the rights of individuals under HIPAA to communicate in the manner they desire, and how to decide what is an acceptable process for communications with individuals. Our speaker will explain how to discuss communications options with individuals so that you can best meet their needs and desires, while preserving their rights under the rules. The 2016 guidance on individual access of information will be discussed in detail. Finally, this session will describe the information security compliance process, how it works, and how it can help you decide how to integrate email and texting into your organization in a compliant way.

TARGET AUDIENCE

Compliance officers, privacy and security officers, health information management (HIM) leadership and staff, information security, and patient relations, as well as staff in patient intake and front-line patient relations. Also included should be those involved in, interested in, or responsible for, patient communications, information management, and privacy and security of protected health information (PHI) under the Health Insurance Portability and Accountability (HIPAA) Act.

OBJECTIVES

1. Identify the rules surrounding provider and patient communications and access of information under HIPAA.
2. Explain the risks of insecure communications to patients and staff.
3. Discuss the risks of using e-mail and texting, what can go wrong and what may result.
4. Manage and audit the use of insecure communications made at the request of patients.
5. Identify when secure communications are required and what must be done to secure communications and devices.

FACULTY

Jim Sheldon-Dean, Founder & Director of Compliance
Services Lewis Creek Systems, LLC

Jim Sheldon-Dean is a frequent speaker regarding HIPAA, including speaking engagements at numerous national healthcare association conferences and conventions, and the annual NIST/OCR HIPAA Security Conference. Sheldon-Dean has more than 16 years of experience specializing in HIPAA compliance, more than 34 years of experience in policy analysis and implementation, business process analysis, information systems and software development, and eight years of experience as a Vermont certified volunteer emergency medical technician. He has no real or perceived conflicts of interest that relate to this presentation.

PRICE

\$195 per connection for members.

\$390 per connection for non-members.

Note: The fee is for one phone line with unlimited participants. For example, 10 employees can participate for only \$19.50 ea!

**For more
information
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