

Job Shadow

Privacy, Information & Security and Safety Information

Patient Confidentiality

- This means the staff at any health care facility has a legal duty to protect a patient's privacy.
- In Healthcare, confidentiality goes a step further...
—HIPAA stands for Health Insurance Portability and Accountability Act.
- HIPAA is a federal privacy law that health professionals follow in order to keep a patient's medical information confidential.
- HIPAA affects every staff member at a hospital, clinic or facility providing care to patients. These regulations also apply to you!
- It is a patient's right to be treated confidentially in a health care facility or by a healthcare professional.
- Patients who do not trust their providers to keep their information confidential may withhold details that are needed to effectively care for them.

During your shadowing experience:

- You will be expected to keep confidential any and all information you learn about a patient.
- If a patient does not wish to have his/her care "observed" you will not be able to participate in that situation.
- DO NOT discuss patient information with anyone under any circumstances

Confidentiality Situations

- When participating in the Job Shadowing Program you may encounter:
 - A friend you went to school with in the maternity area with her newborn baby
 - A friend from church is in the hospital and you think the pastor should know to visit him/her
 - Your next door neighbor is admitted to the hospital and diagnosed with cancer. You think your parents would want to know.
 - A multi-vehicle accident and you hear who all the victims are.

Even though it may be very tempting to tell someone else who may know that patient about what you saw, you can not share or talk about this information with anyone (other than the person you are shadowing with at the hospital).

Patient Confidentiality

- You should not talk about people and patients you may see at the hospital.
- Often times, patients like to keep their medical conditions private and do not want anyone to know they are receiving care.
- Patients have the right to confidentiality.
- If you see someone you know
 - DO greet them by saying hello and continue on with your job shadowing experience
 - DO NOT ignore them
 - DO NOT ask them why they are in the hospital
 - DO NOT repeat anything they have told you of their own free will
 - DO NOT tell other people you saw them
- Further considerations
 - How would you feel if your doctor discussed your health with people and it went around school?
 - How would you feel if someone announced your pregnancy before you could tell your close friends or family?
- It is human nature to be curious and want to share interesting information, but when dealing with patients' information you must keep it confidential.

There are no exceptions!

- What you can share about your shadowing experience
 - DO share general information about the department you shadowed
 - DO tell about the staff you met and worked with
 - DO share the types of procedures and healthcare provided
- **Always remember that patient privacy is the priority.**

There are no exceptions!

Here at the Boone County Health Center confidentiality is a priority.

Consequences

There are serious consequences for violating a patient's confidentiality.

- Consequences for violations can range anywhere from \$100 in fines to jail time.
- You will not be allowed to shadow again and the school will be notified.

Information Security

- Access to patient medical and billing information is privileged to those individuals that have a work related need for that information.
- Job Shadow participant WILL NOT be privileged to this access and should in no way or form try and access this information.
- Staff members that are privileged to this information shall in no way share this information with job shadow students. This includes logins and passwords.

Safety

- BCHC staff have been trained for many safety situations. Therefore, it is critical that you remain with the staff member you have been assigned at all times during your job shadow experience.
- In case of fire, weather or medical emergency, follow the staff members instructions.
- If you are feeling sick, have a contagious disease, or are coughing or sneezing, reschedule your job shadowing experience.
- To avoid the spread of germs
 - Cover mouth and nose with tissue when coughing or sneezing
 - Dispose of tissue in waste basket
 - If tissue is not available, use upper sleeve, not hands
- Clean hands after coughing or sneezing
 - Wash hands with warm water and soap or clean with alcohol-based hand cleaner

Things to remember

- Don't tell anyone who you saw while shadowing.
- Don't share patient information.
- Learn from your experience.
- Consider healthcare as a profession.
- Have a good time!