



## **HIPAA Reminders**

**These rules are to be followed whether working in the office, at home or in the field.**

**RCAL Compliance Officer:** Kathy Hochman, COO

### **Confidentiality:**

- Nothing should be left out on a desk with personally identifying information
- Computer screens should not be left unattended with personally identifiable information on the screen
- When sending or receiving a fax please make sure that you or the sending party uses a fax coversheet
- We only share information based on the individuals consent to release, make sure you have one
- Please make sure when sharing information, you are only sharing the minimum necessary to answer the question for the other person. For instance, if another agency or provider asks for an individual's current address, do not scan them a form containing the address, birthdate, social security number.
- No posting pictures from RCAL events or with Individuals we work with on social media
- Use caution when using a "reply all" function on email
- When out of the office making phone calls, make sure you cannot be heard by others
- When in the office make sure visitors to **RCAL** cannot hear your conversations. Other **RCAL** staff are bound by our confidentiality rules and cannot repeat information, but visitors and professionals from other agencies are not and should not be privy to any **RCAL** business call where HIPAA protected information is shared.
- Please remember to use our encrypted email system to send work related correspondence or to fax information that cannot be sent via our email system so that it is encrypted. Texting is not encrypted and does not meet HIPAA standards. If an individual wishes to text with you, they will need to sign a release. Please speak to your supervisor before using other devices or systems.
- Most printers, copiers and fax machines have memories in them and anything you send, copy or fax will stay in that memory forever. When using home equipment, remember you will need to erase or destroy the memory card before disposing of the item.

### **Security:**

- If you have been issued a laptop or tablet, or have one out on loan, it must be locked in your trunk if you take it out of the office
- Make sure the office administrator has turned on an encryption program for the device
- At home laptops and files must be in a secure location where they cannot be used or viewed by family members, roommates, or visitors
- Files and binders should only have initials on the outside, not full names



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**RCAL RESOURCE CENTER FOR ACCESSIBLE LIVING INC**

### **Shredding/Recycling:**

- In each office, shredding must be kept in a bin clearly marked as shredding and recycling must be in a separate bin clearly marked as recycling.
- Nothing with information that is related to an individual is to be recycled.
- Tearing something up is not shredding, you must use a shredder even for a 1"x2" sticky note
- When working out of the office, the same shredding rules apply, if you do not have a shredder at home; bring papers back to the office to shred.

### **Working from home reminders:**

When we are working from the office, our co-workers are bound by the same guidelines we are. At home our families, roommates, and friends are employees of **RCAL** and are not bound by the same guidelines. We cannot treat them like co-workers or trusted confidants when it comes to **RCAL** business.

- When you are on the phone, they should not hear your conversations.
- When you are using a copier or fax machine, they should not find documents in the tray.
- In your work area, your computer screen should not be left on with personal information on the screen.
- Files and Binders should only be marked with initials on the outside.
- Laptops and files need to be stored in a private secure area, so no one else in your household can access.
- Please remember to use our encrypted email system to send work related correspondence and to fax information that cannot be sent via email so that it is encrypted too.
- Texting is not encrypted and does not meet the HIPAA standards. If an individual wishes to text with you, they will need to sign a release. Please speak to our supervisor before using other devices or systems.