

Confidentiality

600 Confidentiality of Personally Identifiable Information

600.1 POLICY: NEI3A, in effort to comply with the provisions of the Administrative Simplification Regulations of the Health Insurance Portability and Accountability Act (HIPAA) makes the following designation of activities. All member of NEI3A including employees, volunteer, interns, board members, and contractors are required to adhere to this policy.

600.2 HIPPA Covered Activities

- Case Management
- Elder Abuse Prevention and Awareness
- Options Counseling
- Caregiver Support Program.
- Iowa Return to Community

600.3 CONFIDENTIALITY PROCEDURE It is the policy of NEI3A that information, as defined hereinafter, in all its forms--written, spoken, recorded electronically, or printed--will be protected from accidental or intentional unauthorized modification, destruction or disclosure throughout its life cycle. This protection includes an appropriate level of security over the equipment and software used to process, store, and transmit that information. NEI3A may utilize text messaging as an electronic form of communication, individuals have the option to opt out of text messaging at any time.

NEI3A shall provide written notice to the client or responsible party about how the agency may use or disclose the client's protected health information. This includes the individual's rights and the agency's legal duties with respect to protected health information.

- Employees will be supplied with copies of the Acknowledgement of Receipt of the Notices of Privacy Practices and the accompanying signature form.
- All individuals will receive a copy of the agency's notice of privacy practice at the first face-to-face contact for services provided by the agency. In an emergency treatment situation, the notice of privacy practice will be made available as soon as reasonably practical afterwards.
- Each individual will be asked to sign a written acknowledgement that the notice has been made available. If the individual refuses, after a good faith attempt of staff to obtain the acknowledgement, staff will document the reason the acknowledgement was not obtained.
- At direct service delivery sites, the privacy practice notice will be available for individuals to take with them, and the Notice of Privacy Practice will also be posted in a clear and prominent position.

- The Notice of Privacy Practice may be provided to an individual by email if the individual agrees to electronic notice. The recipient of electronic notice retains the right to obtain a paper copy of the notice upon request. If any services are provided electronically, a privacy notice must be made available to the individual at the first face-to-face visit for direct service.
- The Notice of Privacy Practice will be posted in a prominent section of the web site and a notice will be available electronically through the web site. Notice of updated versions of the Notice of Privacy Practice will be posted on the website.
- All agency staff members will be responsible for making the privacy notice available to all clients receiving direct service with written acknowledgement documented in the client record of service.
- Audits of clinical records will demonstrate compliance with procedure.
- All copies of notices of privacy practices will be retained for 6 years or according to the agency record retention polices.
- No protected health information will be shared through text messaging/ SMS messaging.
 - Information gathered through text messaging/ SMS is not shared with third parties.
 - Information provided through text messaging/ SMS is used solely by the recipient for care coordination, appointment scheduling, or volunteer coordination.
 - Information provided through text messaging/ SMS may be entered into the agency's secure volunteer or secure client tracking software; password protected through employee sign in.
 - Examples of text messages are:
 - It is time for your home visit, can you case manager come on Date at Time?
 - Your case manager has been trying to reach you by telephone, please call NAME at Phone Number, to provide your monthly information update.
 - We are in need for a volunteer on DATE to deliver meals to route # in Town. Are you available to deliver meals?
 - Supervisor name, I am not able to come to work today a I am ill. I will let you know about my health for work tomorrow.
 - At the end of text messages the following message is included:
 - Reply STOP to opt out of messaging. Your carrier standard message and data rates may apply. Message frequency may vary. For assistance, please text "Help" or visit NEI3A.org for further information on our Privacy policy.
Message