



## Volunteer Orientation/Annual Training HIPAA and Corporate Responsibility Test

Name (Please Print): \_\_\_\_\_ CHI Saint Joseph Health Location: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

1. Your sister's friend just had triple bypass surgery at one of our facilities. She asks you to find out his condition. What should you do?
  - a. Ask a nurse on the floor how the patient is doing and pass the information along to your sister.
  - b. Log in to the computerized record system and read the patient's record to find information for your sister.
  - c. Explain that it is a violation of the patient's privacy for you to ask around or look at his record, and suggest that she talk to her friend or call one of her friend's family members.
  - d. None of the above.
  
2. A government agent comes into one of our facilities and tells you he must access patient information on the computers and wants you to answer questions and give him computer access. How should you respond to this request?
  - a. Immediately provide him with the information or access he needs.
  - b. After seeing his ID, let him know that the organization and you will cooperate, but that you first must contact the Corporate Responsibility Officer, Risk Manager, and Department Director over the area.
  - c. Tell him, "No way. That information is *protected*."
  - d. None of the above.
  
3. HIPAA defines confidential patient information as "PHI". PHI is the abbreviation for:
  - a. Private Hospital Issues
  - b. Primary Healthcare Infrastructure
  - c. Protected Health Information
  - d. Privileged Health Interrogatory
  
4. When are you free to repeat a patient's PHI that you hear on the job?
  - a. After you no longer work at the organization.
  - b. After a patient dies.
  - c. If you know the patient would not mind.
  - d. When your job requires it.
  
5. You see an open recycling bin full of paper. You can see patient names, addresses, and diagnoses on the paper. What should you do?
  - a. Nothing.
  - b. Bring it to either your supervisor, Corporate Responsibility or Privacy Contact so he/she can dispose of it properly and determine why it was put there.
  - c. Read the report and try to figure out what workforce member disposed of it improperly.
  - d. None of the above.

6. What question should you always ask yourself before looking at patient information?
  - a. Would the patient mind if I looked at this?
  - b. Do I need to know this to do my job?
  - c. Can anyone see what I'm doing?
  - d. Am I curious?
  
7. What type of gifts may I accept from a business source, patient, resident or a member of his/her family?
  - a. Cash or cash equivalents.
  - b. Computer & printer for my office.
  - c. Equipment & furniture for your department.
  - d. Gifts of minimum value such as T-shirts, promotional pens or office supplies, flowers, fruit, candy or other small, perishable gifts.
  
8. When is it acceptable to share your password?
  - a. When one of our *physicians* forgets his/her password: he/she must have immediate access.
  - b. When your new co-worker hasn't had one assigned from IT yet and it saves time.
  - c. When you know you can trust the person to use it appropriately.
  - d. Never.
  
9. Which of the following types of information does HIPAA's privacy rule protect?
  - a. Patient information in electronic form.
  - b. Patient information communicated orally.
  - c. Patient information in paper form.
  - d. All of the above.
  
10. What should you do if a patient complains that her privacy was violated during her stay?
  - a. Notify your supervisor and the person or department responsible for handling complaints listed on the Notice of Privacy Practices.
  - b. Ask the patient to provide proof.
  - c. Nothing—it's not your job to handle complaints.
  - d. None of the above.
  
11. You are in the hospital volunteering and you learn that one of your neighbors has just arrived in the ER for treatment after a car crash. You should:
  - a. Contact the neighbor's spouse to alert him or her about the injuries
  - b. Try to find out the seriousness of your neighbor's injuries
  - c. Tell the Charge Nurse in the ER that you know how to reach the patient's family and can offer information if needed.
  - d. Both a and b
  
1. You are delivering flowers to a patient's room. When you enter, you realize you know the patient. You should:
  - a. Smile, say hello, state why you are there, have friendly conversation.
  - b. Ask the patient why he or she is in the hospital
  - c. If the patient tells you why he or she is in the hospital, assume it is ok to tell other.
  - d. If the patient tells you why he or she is in the hospital, ask if it is ok to tell others.
  - e. Both a and c
  - f. Both a and d
  - g. Both a,b and d
  - h. None of the above