

HIPAA Hints

Remember Patient Privacy when Using Vocera

By Anita Westbrook

Vocera is a great communication system and a convenient time saver for our staff. But do you stop and think who could be listening when you initiate a conversation using Vocera?

A nurse might be in the delivery room with a patient's family or the respiratory therapist could be crossing the hospital lobby.

Always follow these simple rules to help protect our patient's confidentiality and maintain good guest relations:

- If you are calling someone to discuss a patient, when they answer you should say, "I need to talk to you about a patient," or something similar. Then, give the person a chance to respond before you say anything else.
- If you are answering your Vocera in a public location like an elevator, the cafeteria, or a patient room, answer by saying, "Hello, I'm in a patient's room," or "Hello, I'm in the cafeteria." This will let the caller know they can't openly discuss patient information. Or just say, "I need to call you back," or "I need to put you on hold."
- If someone calls and you are not in a secure area, you can place them on hold and transfer the call to a telephone. Place the call on hold by pressing the hold/dnd button, then press the call button and say, "Transfer to extension (555-5555)."

You can then pick up the phone and talk in a private manner.

- When discussing a patient while using Vocera, keep patient identifiers and other sensitive information to the minimum necessary to accomplish your purpose. Leave the patient's name out of the conversation if you can do so without risking confusion on the part of yourself and the receiver.

Give the HIPAA Office a call at 603-1379 if you have any questions about safeguarding patient information.

Nurse of the Month - Irani *Continued from Page 6*

She is a very compassionate nurse whose main goal is to ease the pain and offer hope for her patients.

Souraya chose to work in the nursing profession because she thinks that it is very rewarding and challenging to provide a safe and knowledgeable environment to others so that disease occurrence can be reduced and prevented in our community. She believes that nurses are part of the bigger environment that promotes a patient needs-response approach to service delivery.

In addition to working as a staff nurse, she takes part in many leadership roles and was recently promoted to RN-IV, CDF. She is Co-chair for Staff Nurse Advisory council and Chair of discharge planning on F.7.

When not working, Souraya enjoys cooking middle-eastern recipes, reading, traveling, and doing community service. She has worked as an American Red Cross volunteer and received an honor award and many certificates of appreciation for her exceptional volunteering service. Currently, she is a volunteer ambassador for the Leukemia and Lymphoma society.

We thank you, Souraya, for your dedication to the profession of nursing and for the excellent care you provide to patients on a daily basis!

