

THE ADVISOR

MONTHLY COMPLIANCE COMMUNICATOR



COVID-19 UPDATE:



We are currently two months into the SARS – CoV-2 virus pandemic. No matter where you work in the healthcare community, you have been impacted. During this challenging time, many heroes have come forward, proving that healthcare workers always rise to the challenge.

TMC has been working diligently in the background to provide resources for TMC clients and for anyone in the healthcare community. If you have not visited the [COVID-19 Resource Page](#), please do so! You will find a world of resources at your fingertips:

- Links to websites which provide the most current guidance such as the CDC, ADA, local and state health departments.
- Resources to protect electronic patient information. Cyber criminals have ramped up their game during the period of crisis.
- Recorded webinars such as *Respiratory Protection and COVID-19: Are All Masks Created Equal?*
- Posters and Infographics to assist with worker and patient communications.

Many practices looking to the future and a return to normal operations, have many questions that need answers. The TMC recorded webinar, *BACK TO WORK*, available on the COVID-19 resource page, provides the most recent guidance on protection of workers and patients. Included with this webinar is a written [Pandemic Plan](#) that will assist practices as they move forward.

TMC stands ready to continue to support you, our clients, and the healthcare community as we continue to move through these challenging times. You can contact us by phone at 888.862.6742 or email at service@totalmedicalcompliance.com

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START YOUR TRAINING TODAY!

HIPAA OSHA INFECTION CONTROL BUSINESS ASSOCIATES



COVID UPDATE

WRITTEN RESPIRATORY PROTECTION PROGRAM

For practices whose workers will be utilizing respirators as part of personal protection equipment, TMC has created a written plan that will meet the requirements of federal OSHA's Respiratory Protection Standard. This written plan is complimentary for our current TMC clients through June 30, 2020 and is also available for purchase to others who may be interested. The package includes the plan in a PDF fillable version for customization AND a live and on demand webinar to assist with completion and implementation of the plan. You can learn more about this plan by visiting our Respiratory Protection page.



[CLICK HERE TO LEARN MORE](#)

IT'S YOUR CALL

OSHA:

Our office has seen several patients who tested positive for COVID19. Should gloves, gowns, patient napkins, masks & other waste be discarded differently?

HIPAA:

Will our office be penalized for using telehealth without a Business Associate Agreement (BAA)?

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HIPAA COMPLIANCE



AUDIT LOGS – NOT AS SCARY AS YOU THINK

HIPAA requires regular monitoring and review of user logins and activity in software and on networks. These reports are generally referred to as **audit logs**. They can help identify system performance issues as well as security incidents and breaches. You might think of them as a very detailed internet browser history report. All machines, networks, and software systems have an audit log.

Your IT Support should monitor complex system logs for things like network security. However, it is your responsibility to review user login and activity in the software systems containing PHI for which you manage user accounts. The main reason to review audit logs is to detect threats to PHI and prevent unauthorized access and breaches.

A user with administrator rights can typically access reporting features for auditing. Check with your software provider or user manual for specific instructions. This is a critical feature for all software that is required to comply with HIPAA.

Audit logs contain a very large amount of data and it can be difficult to figure out just what it is you need to review. In fact, there are entire software systems dedicated to analyzing audit logs from other systems. You do not have to review every single line of an audit log report. A visual overview can be acceptable. Look for trends or focus on specific issues in the same way one would review credit card or bank account statements looking for abnormal charges.

Continued on Page 4

IF YOU FIND SOMETHING WRONG, CONTACT YOUR PRIVACY/ SECURITY OFFICER AND FOLLOW YOUR HIPAA SECURITY INCIDENT POLICIES AND PROCEDURES.

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HIPAA COMPLIANCE

AUDIT LOGS *(cont.)*

LOOK FOR THESE RED FLAGS THAT INDICATE A PROBLEM

-  A log-in report from your EHR showing a high volume of unsuccessful log-in attempts by a user. This may indicate that a hacker is trying to guess a user's password to gain unauthorized access to your system. Contact your IT Support for assistance.
-  A log-in to an account of an employee who no longer works at your practice. Disable the account immediately, document the incident and assess the potential for breach.
-  A report on the activity or history of a user. You should not see a user accessing a particular patient's record more often than necessary or accessing records of patients they are not directly treating. This might be someone accessing the record of a friend or family member out of curiosity. This could be an indication of a workflow problem or possible identity theft.

If you find something wrong, contact your Privacy/Security Officer and follow your HIPAA security incident policies and procedures. This may include contacting your IT Support for further investigation.

HIPAA requires a patient to be notified of a breach within 60 days of its discovery, so it is a good idea to set a calendar reminder to review log-in and user activity at least every 30-45 days. It is not necessary or practical to retain entire audit logs due to their size. However, it is important to retain a record that documents the date of each review. Keep any portion of the log or report applicable to an incident or breach for 6 years to show compliance with HIPAA. A sample audit log tracker is available in the HIPAA Forms section on the [TMC Client Portal](#).



TMC ONLINE TRAINING COURSES

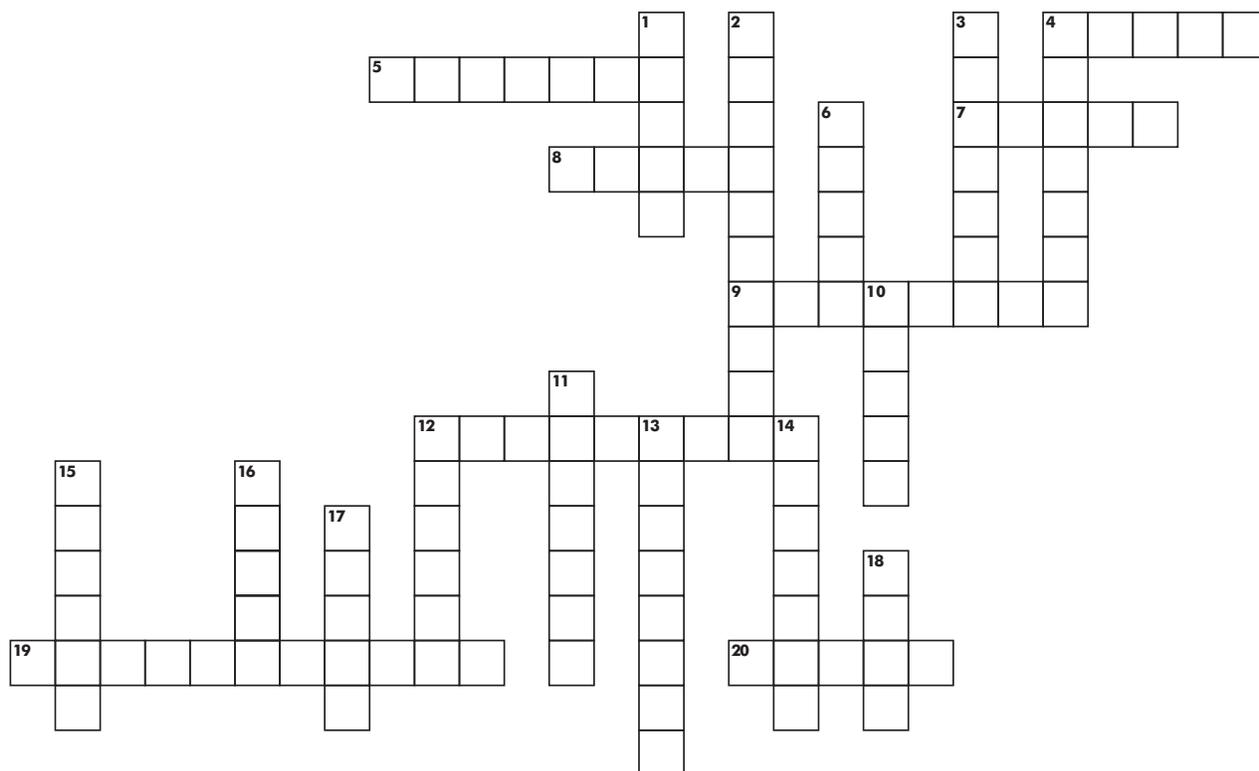
With our new online training platform, we are able to offer many new courses and topics! Check out our new courses on Stress Management: Anxiety and Mental Health Courses. We also cover the most popular human resource topics in our TMC Human Resource Course Package for a special price!

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MAY FUN CROSSWORD



ACROSS

4. Repaired
5. One fourth of a dollar
7. Genetic duplicate
8. The 1960s were about flower _____
9. What my opinion is worth (2 words)
12. Approximate length of a dollar (2 words)
19. Covid19 is a _____ disease
20. What my thoughts cost

DOWN

1. The coronavirus looks like a _____
2. Isolation period
3. Masked bandit
4. April showers bring May _____
6. Masked vigilante
10. Wear rubber nose
11. Sweet birthday
12. Thin piece of wood
13. TMC's home state is North _____
14. Proper social distance (2 words)
15. Tremble with cold
16. Striped wild cat
17. Santa lives at the _____ pole
18. Queen's husband

[Click Here For ANSWERS](#)

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SIGNATURE

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INSTRUCTIONS

Print and post newsletter in office for staff review. Each member should sign this form when completed. Keep on file as proof of training on these topics.

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