

Iowa County, Iowa
Policy Manual

Title: HIPAA	Reference #: AMB 1066
Section: Departmental	Date Effective/Revised: 12/1/2016
Department (s): Ambulance	Approved By: Board of Supervisors

Policy

All Iowa County EMS patient and staff protected health information (PHI) is considered the property of Iowa County Ambulance Services. The procedures listed in this policy should be used by all staff to ensure that services PHI is properly handled. The following Iowa County Ambulance administration staff will have access to all ambulance-related PHI.

- Director
- Assistant Director
- Billing and QA designees
- Other staff as designated by administration

Procedure

Staff Restricted Area

- The crew quarters at each station are considered a restricted area. Staff are responsible for ensuring that their visitors do not have access to any PHI (crew mailboxes, computers, etc.).

Patient Care Reports

- An Electronic Patient Care Report should be completed as soon as possible after a call.
- Hard copy reports/patient notes kept in employee mailboxes should be placed in manila envelopes.
- All hard copy reports taken between stations should be secured in a locked bag, briefcase, or other lockable container.
- All hard copy documents should be scanned and attached to the ePCR.
- Any notes with PHI should be shredded.

Computer Usage

- No PHI should be saved on any disk, hard drive, desk top, CD, DVD, Palm Pilot, etc.

Hard Copy PHI

- Any PHI that is not turned in with the report should be shredded.

Quality Improvement

- Critique of patient reports will be used for education and quality improvement. All identifying information will be removed from the reports prior to being used for this purpose.
- Audits of patient care reports will be done by administration. Reports will be placed in manila envelopes and placed in crew mailboxes when exchanged between the administration and staff for review.

Dispatch/Radio

- Radio traffic should not include patient names except in cases where it would delay emergency response time.
- Patient initials may be given to receiving hospitals to assist in retrieving patient records.
- PHI may be given using cellular phones when pertinent to patient care.

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First Responder Teams

- Patient reports should be completed as soon as possible after the call. Preferably at the station and placed in a secured drop box.
- If reports are taken home for completion, they must be kept in a manila envelope and delivered to the station when completed.
- All reports will be kept in a locked file with each "Service Leader" and the Iowa County EMS Director having access.
- Reports will be reviewed for quality improvement purposes by each service's "Ambulance Liaison" who will be granted access to records by the "Service Leader."

Patient Questions/Concerns

- Persons that present to the ambulance office with questions and/or concerns about patient care or billing should be provided the information in a private area: the business office if there are no other persons in the area or in the director's office for privacy.