

SAMPLE RECOMMENDED DISCIPLINARY ACTION SCENARIOS:

You work in Patient Access and know that an adult member of your family (e.g. your spouse and/or adult child) visited the Emergency Department. Curious about your relative's diagnosis and treatment, you access their PHI using the electronic medical record system.

Severity: Level III May result in a final written warning and a three day suspension without pay.

You receive a call from a physician's office stating that the office just received a fax from your department containing information of a patient that is not their patient.

Severity: Level II May result in a written warning and documented on a performance improvement plan.

You work in the business office and you receive a call from a patient stating that they not only received their bill, but also the bill of another patient. The bill contains medical information as well as patient account information.

Severity: Level II May result in a written warning and documented on a performance plan.

You are a nurse and a patient comes to you upset and alleges that another nurse on your floor has inappropriately gossiped about the patient's substance abuse treatment with another nurse.

Severity: Level I May result in a verbal warning/coaching may be documented in personnel file.

You are contacted by a patient who states they were recently discharged from the hospital and when they arrived home they noticed the nurse provided them with another patient's discharge instructions.

Severity: Level II May result in a written warning and documented on a performance plan.

You notice a note on your manager's desk from a coworker requesting time-off for a medical procedure. As to relieve your co-worker's anxiety about the pending exam you access her medical record to ensure she is okay. Relieved that it was nothing serious you tell your coworkers about the procedure and that there is nothing for them to worry about.

Severity: Level III May result in a final written warning and a three day suspension without pay.

You are related to a patient that has expired in the ER. You do not work in ER, but have access to HPF. You access HPF documents, including physician notes, copy them and give to an attorney looking for evidence of malpractice.

Severity: Level IV May result in immediate termination of employment.

A family member of an employee needs his son's immunization history before he can attend school. He appeals to you to look it up. You search the medical record to get the information.

Severity: Level II May result in a written warning and documented on a performance plan

You leave a hard copy or electronic screen shot of patient information in an area which is readily accessible for review by unauthorized personnel, patients or the public (assuming no one saw the PHI).

Severity: Level I May result in a verbal warning/coaching may be documented in personnel file.

You share information on a patient's medical condition, room location, family contacts or personal history with unauthorized personnel, the public, the press or investigative personnel.

Severity: Level IV May result in immediate termination of employment.