

Privacy Awareness in Health Care (Alberta)

Properly manage privacy, confidentiality & security of health information, migrate risk, meet & track regulatory compliance



Understanding Privacy

- Privacy Issues
- Defining Privacy, Confidentiality & Security
- Benefits of Good Practices

Privacy Principles

- Origin of Privacy Principles
- Alberta's Health Information Act
- Preventing Unauthorized Access
- Apply Privacy Principles
- Accessing Information
- Audit Trails

Collection, Use & Disclosure

- Best Practices for Handling Personal Information
- Alberta NetCare Overview

Roles & Responsibilities

- Custodians, Affiliates & Information Managers
- Contractors
- PHI Recipients
- Privacy Officers
- Responsibilities Around Sharing

Privacy Breaches

- Information at Risk
- Privacy Breach Examples & Impacts
- Steps to Report a Breach
- Mandatory Privacy Breach Reporting in Alberta
- Common Errors in Reporting
- Malicious Breaches
- Protection for Whistleblowers

Right of Access

- Protecting AHCIPI Numbers
- Services Not Covered by AHCIPI
- The Right to Correct Errors
- Expressed Wishes Not to Disclose

Safeguards

- Administrative Safeguards
- Physical Safeguards
- Technical Safeguards

What is "Health Information"?

- Defining Health Information
- What is a Health Service?

Handling Personal Health Information

- Release of Information Requests
- Valid Consent Criteria
- Types of Disclosure
- When a Patient Requests Access
- Verbal Consent
- Sharing Information
- Understanding PIPA
- Alberta Health Advocate's Office
- Children First Act



9 Modules | 6 Quizzes | 2 Case Studies | Final Exam
IAPP Certification Credit

"About 80% of all privacy breaches are internal to an organization, and in many cases, the breach is an error or unintentional." —TechTarget

Online Training for Assured Compliance

Health information is one of the most high profile privacy concerns of the average Canadian. The most common privacy breaches happen when personal information of patients, clients, customers or employees is stolen, lost, improperly accessed or mistakenly disclosed. A privacy breach triggers significant moral and liability implications for employer and employees, and has a high probability of becoming the lead story on the evening news! Educating your workforce on the proper collection, use and disclosure of personal health information, specifically with respect to the Alberta Health Information Act (HIA) is a crucial regulatory requirement.

Corridor has partnered with Alberta's recognized privacy expert Jean Eaton to create user-friendly online training programs that will ensure your workforce is fully trained on their obligations as outlined in the HIA. Our Privacy Awareness courses have trained thousands of supervisors and employees at all levels in health care workplace environments since 2015. Corridor's online solution allows your company to easily take action on all HIA and Netcare privacy policies by delivering training that assures you remain compliant with provincial, federal and regional obligations.

"EFW Radiology believes each employee must be educated to understand their role in protecting patient's personal information. Corridor's Privacy training ensures that all of our employees keep up to date on all aspects of patient's privacy rights, including how we collect, use, and disclose individually identifying personal information. Corridor's training not only covers the Health Information Act (HIA) but also provides education in preventing breaches so each employee understands their role in EFW's strict adherence to privacy."

—Nairn Nerland, Chief Executive Officer EFW Radiology

Corridor programs provide an interactive, effective learning environment proven successful with a variety of learning styles, language skills and educational backgrounds. The system records all course activity, tracking each user's learning progress and compliance status. When the final exam has been passed, the course is marked complete and a certificate is generated for the user's personal recordkeeping. This course has been pre-approved by the International Association of Privacy Professionals (IAPP) for 2.4 Group A Continuing Professional Education (CPE) credits for CIPP/C, CIPM, and CIPT certified individuals.



Compliance Monitoring

Ensures compliance certificates are comprehensive and up-to-date.



24/7 Access

Training, resources and real life scenarios always available.



Easy to Use, Simple to Navigate

Self-directed pace for all levels of employees & different learning styles.



Customization of Policy

Allows for customization, incorporating existing policies.



Complete Audit Trail

Access to learning history, tracking compliance to a detailed level.



Online Subscription

No IT infrastructure required, pay only for the users you subscribe.



Learning Management System

Efficient single sign-on with easy to access audit trail.



Evergreen Updates

Regular course updates to align training with the current privacy awareness best practices & regulations.

Compliance Training, Trackable Results & ROI

By training all levels of employees, companies are well positioned to demonstrate due diligence and minimize significant legal risk. Corridor's Health Care Privacy Awareness training covers topics including privacy principles, the collection, use and disclosure of personal health information and data, roles and responsibilities in handling personal information, and how to prevent privacy breaches. The training also covers how to minimize the risk of a privacy breach with safeguards and guidelines specifically for employees who handle sensitive data. A patient's right to access their health information and how this affects the work process is another important training component. Giving your staff this training legally demonstrates your compliance and commitment to develop an informed and mindful workforce.

Privacy in Health Care Expertise with Information Managers

Corridor has an exclusive partnership with Jean L. Eaton, a recognized and respected leader and expert in health information management, privacy management and legislation. Ms. Eaton provides solutions that are practical and effective for today's health care providers. She is passionate about supporting primary care practices to implement privacy by design and best practices to protect privacy, confidentiality, and security of personal information. With over twenty years of experience, she has the knowledge and tools to help any health care provider or business improve their information privacy practices.

About Corridor

For over 15 years Corridor has been delivering training solutions for compliance needs on a broad range of workplace issues. Corridor is the leading online training provider for drug and alcohol policies, workplace violence, diversity and inclusion, and privacy awareness. Corridor partners with external Subject Matter Experts; the best in their field to provide rich learning content that allows all levels of employees to understand and apply policies, reducing the legal and financial risk for employers.

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