


Privacy Awareness in Health Care (Ontario)

Protect Patients. Ensure Privacy. Educate Employees.



- **Understanding Privacy**
 - Privacy Issues
 - Defining Privacy, Confidentiality & Security
 - Benefits of Good Practices
- **Privacy Principles**
 - Origin of Privacy Principles
 - Ontario's Personal Health Information Protection Act (PHIPA)
 - Preventing Unauthorized Access
 - Apply Privacy Principles
 - Accessing Information
 - Audit Trails
- **Collection, Use & Disclosure**
 - Best Practices for Handling Personal Information
- **Roles & Responsibilities**
 - Health Information Custodians
 - Agents
 - PHI Recipients
 - Privacy Officers
 - Responsibilities Around Sharing
- **Privacy Breaches**
 - Information at Risk
 - Privacy Breach Examples & Impacts
 - Steps to Report a Breach
 - Common Errors in Reporting
 - Malicious Breaches
 - Protection for Whistleblowers
 - Notification of Privacy Breaches
- **Right of Access**
 - Protecting OHIP Numbers
 - Services Not Covered by OHIP
 - The Right to Correct Errors
 - Expressed Wishes Not to Disclose
 - Managing a Consent Directive
- **Safeguards**
 - Administrative Safeguards
 - Physical Safeguards
 - Technical Safeguards
- **What is "Health Information"?**
 - Defining Health Information
 - What is Health Care
- **"Health Care" Under PHIPA**
 - Release of Information Requests
 - Valid Consent Criteria
 - Types of Disclosure Logs
 - Disclosure in the EMR
 - Electronic System Disclosures
 - When a Patient Requests Access
 - Verbal Consent
 - Sharing Information
 - Understanding PIPEDA
 - A Clinic's Obligations

 **9 Modules | 6 Quizzes | 2 Case Studies | Final Exam**
2.5 IAPP Certification Credits

"There were 11, 278 incidences of health breaches reported to our office in 2018. Of these 6,381 were misdirected faxes."

— Information & Privacy Commissioner of Ontario (April 9, 2019)

Online Training for Assured Compliance

Health information is one of the highest 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. Educating your workforce on the proper collection, use and disclosure of personal health information, specifically with respect to the Personal Health Information Protection Act (PHIPA) is a crucial regulatory requirement. Corridor has partnered with Canada'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 PHIPA ensuring you remain compliant with provincial, federal and regional obligations.

Health Sector Privacy Complaints 2018

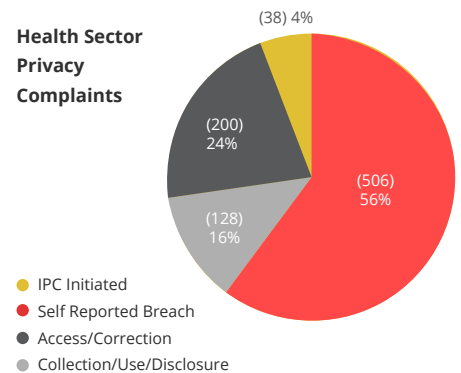
Of the 506 self-reported breaches in 2018:

- 120 were snooping incidents
- 15 were ransomware /cyberattacks

Remaining 371 were related to:

- lost or stolen PHI
- misdirected information
- records not properly secured
- other collection, use and disclosure issues

Health Sector Privacy Complaints



—Information & Privacy Commissioner of Ontario April 2019

"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**
interactive



Compliance Monitoring

Administrators are able to monitor employee progress, track compliance certificates & request users to update or refresh training.



Certificate of Completion

Certificate issued when final exam passed & 2.5 IAPP Certification credits.



Easy to Use, Simple to Navigate

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



Customization of Training

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.



LMS Compatible

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 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.

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 20 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.

