

Happy Spring everyone. Here are some confidentiality/privacy tips to keep in mind when conducting day-to-day business:

- Recipient information should never be left unattended on copy machines, fax machines, or in other areas that are not secure.
- Recipient-identifying information should never be included in emails, email forwards, or attachments to emails (see attached email policy). Please use recipient initials or ID numbers only.
- Documents containing recipient-identifying information should never be thrown in the trash. If you don't need it, shred it!
- When leaving your desk, be sure to log out of Encompass, lock your workstation, and put any documents with recipient information away.
- Avoid using full names when calling recipients from the lobby for their appointments.
- Make sure that a Notice of Privacy Practices is posted at every service site, in an area that is visible to recipients and guests. A copy can be obtained from your local Privacy Officer/ORR.

Thanks to all of you for doing your part to ensure the security of our recipients' protected health information. If you have any questions about confidentiality or HIPAA privacy, please contact the Recipient Rights/Privacy Office at 544-3000. Please find the policy for the Use of Email for Consumer Information below.

[http://www.ewashtenaw.org/government/departments/cmhpsm/provider\\_information/provider\\_manual/Use%20of%20Email%20for%20Consumer%20Related%20Information%2013.008.pdf](http://www.ewashtenaw.org/government/departments/cmhpsm/provider_information/provider_manual/Use%20of%20Email%20for%20Consumer%20Related%20Information%2013.008.pdf)