



# Welcome to Mayo Clinic



MAKE A  
DIFFERENCE



# Our Primary Value



The needs of the patient come first.

New Employee Orientation





# Our Mission

To inspire hope and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.



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# Our Vision



Mayo Clinic will provide an unparalleled experience as the most trusted partner for health care.

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# Pop Quiz

What is Mayo Clinic's Primary Value?

*The needs of the patient come first.*

New Employee Orientation





## Diversity and Inclusion

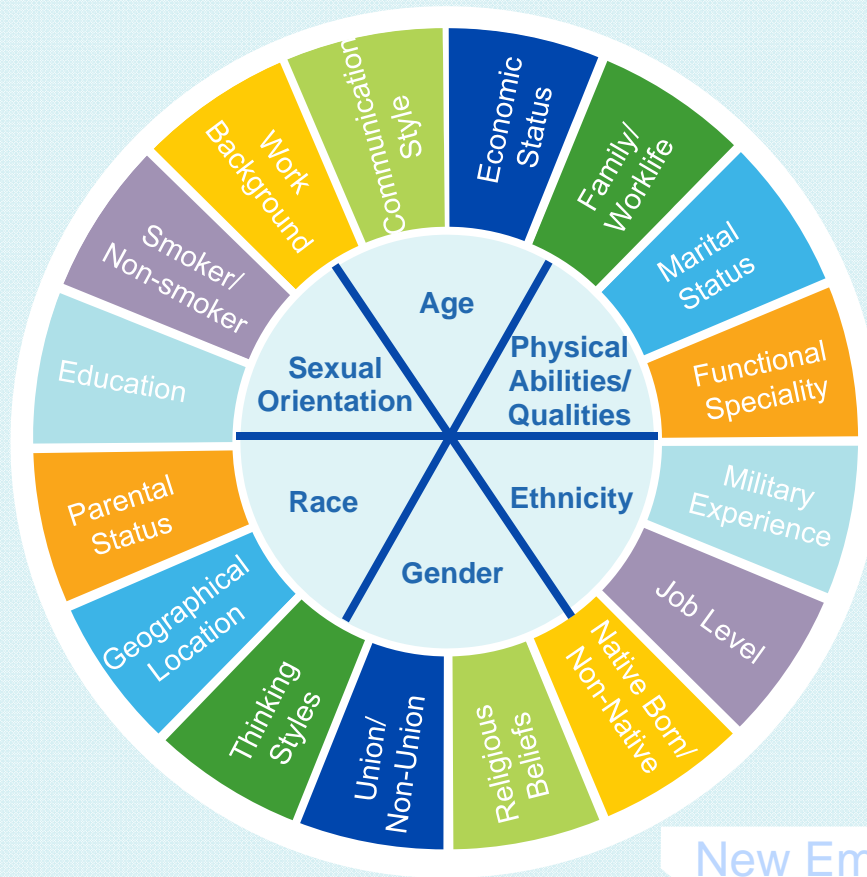


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Mutual respect is one of our values. It is important to create an inclusive environment by treating everyone in our diverse community with respect and dignity.

# Diversity Dimensions



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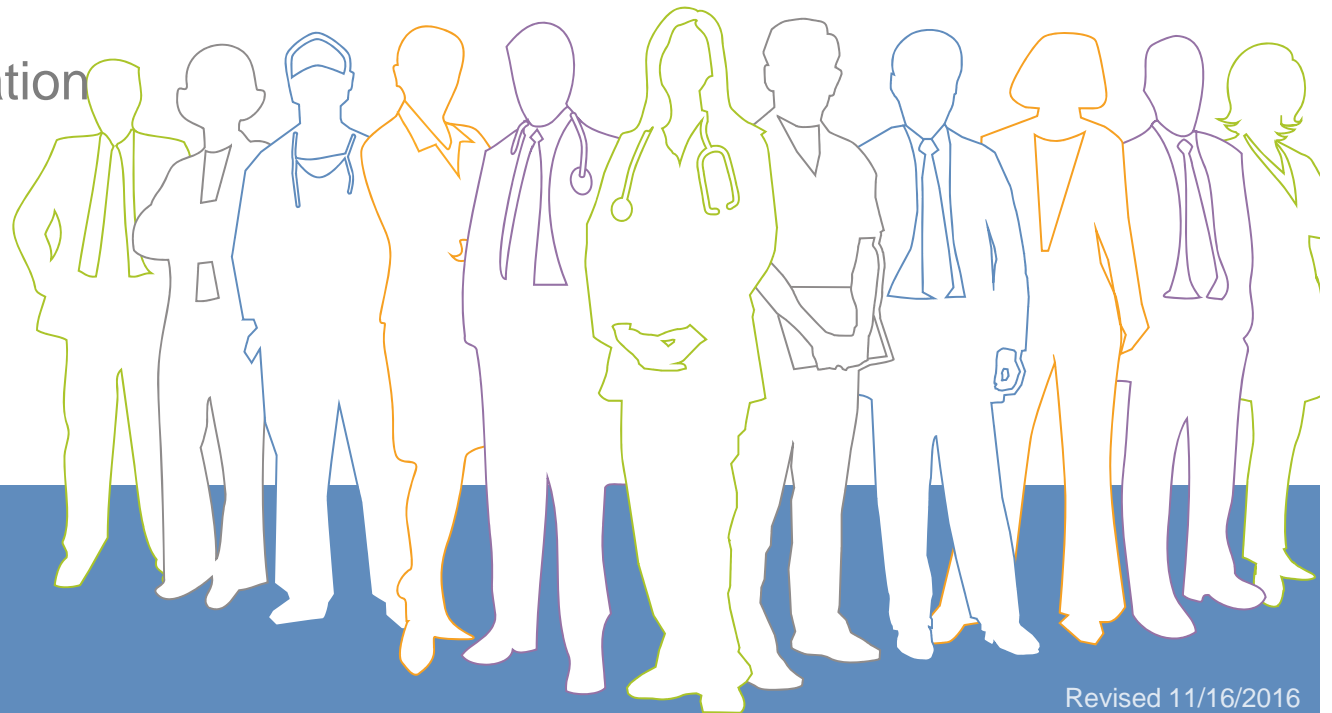






# Privacy & Your Role in Protecting Patient Information

Mayo Clinic Orientation



**Integrity and  
Compliance**  
*TOGETHER*

Revised 11/16/2016

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# Where To Find Us

The screenshot shows the Mayo Clinic website's navigation structure. The top navigation bar includes links for Home, Practice, Education, Research, For You, Groups, and Policies. A red box highlights the 'Groups' link. Below this, a secondary navigation bar for the 'Integrity and Compliance Office' includes links for Home, Compliance, Privacy, Forms, Research, Revenue, and Laboratory. Another red box highlights the 'Privacy' link. The main content area is titled 'Privacy' and features a large image of a keyboard with a red key labeled 'Privacy'. To the left is a sidebar with links for Policies, Education, Contacts, and various privacy topics. To the right are four informational boxes: Privacy Incident Reporting, Compliance Hotline, Quick Reference Guide, and Integrity & Compliance Program. At the bottom left is a 'News Center' section with a 'TOP HEADLINES' section.

Home | Practice | Education | Research | For You | **Groups** | Policies | Video | Library | Calendar

**Integrity and Compliance Office** search this site

Home | Compliance | **Privacy** | Forms | Research | Revenue | Laboratory

## Privacy

Home » Privacy

**Privacy**

Privacy

- Policies
- Education
- Contacts

Other Privacy Topics

- Business Associate Agreements
- Forms
- Request for Data Disclosure Review
- What is Protected Health Information (PHI) ?

Related Groups

- Arizona HIMS
- Florida HIMS
- MCHS HIMS
- Rochester HIMS
- Information Security
- Legal Department
- Office of Patient Experience-Rochester

**News Center**  
TOP HEADLINES

Not just another visiting physician

Celebrating a special transplant anniversary

For questions related to Privacy, please contact [DLEnterprisePrivacyOffice@mayo.edu](mailto:DLEnterprisePrivacyOffice@mayo.edu) or the [Privacy Officer](#) at your location.

### Our Mission

To develop, coordinate, and maintain an effective Mayo Clinic Privacy Program that complies with regulatory requirements and provides fair and appropriate protection for our patients, workforce, and the organization.

### Our Goals

- Support patient care by resolving patients' privacy concerns.
- Reinforce organizational compliance with state and federal privacy regulations and laws through implementation of policies and procedures.
- Support the practice's strategic plan by addressing privacy concerns.
- Create a work environment that promotes a team approach to problem solving and privacy awareness.
- Facilitate a learning community through educating employees about regulatory changes related to privacy.
- Support Mayo Clinic's Integrity and Compliance Program.

### Privacy Incident Reporting

All privacy incidents should be reported to your site Privacy Officer by completing this [Privacy Incident Reporting Form](#). [Reference Guide](#) for completing the Privacy Incident Reporting Form

### Compliance Hotline

For more information or to report a suspected violation. Call toll-free: 888-721-5391

[Compliance Report](#)

### Quick Reference Guide

For more information regarding the Compliance Hotline & [MayoClinicComplianceReport.com](#), you may view [this PPT module](#).

### Integrity & Compliance Program

[Code of Conduct](#)

[Introduction to the Integrity & Compliance Program](#)

## What is Patient Privacy?

- Respect for our patients and the information they entrust to Mayo Clinic in order to care for them and to support our business.
- **Health Insurance Portability and Accountability Act**
  - The Department of Health and Human Services issued HIPAA privacy standards and security standards that require health care entities to protect patient information from unauthorized use or disclosure.

HIPAA regulations apply to all Mayo Clinic entities including: Rochester, Arizona, Jacksonville, Mayo Clinic Health System

## What does Patient Privacy mean to YOU?

- Our patients trust us to protect their privacy and keep their information confidential.
- By law, all Mayo Clinic employees, students, and contractors must keep protected health information private.
- No matter what your role with Mayo Clinic, you will likely encounter Protected Health Information.



# What is Protected Health Information (PHI)?

- HIPAA standards apply to all protected health information (PHI) which includes demographic information and any identifying information about the patient including but not limited to:
  - Name
  - Address
  - Dates related to the patient (e.g., birth date, appointment dates)
  - Telephone numbers and email addresses
  - Identifying numbers that are specific to the patient, such as Social Security number or medical record number
  - Pictures of the patient

**All patient information and demographic information is protected, whether it is on a computer, in a paper record, or verbal.**

## Patients have the right to:

- Access their medical information.
- Request amendments (changes) to their medical information.
- Obtain a list of when and why their medical information was shared externally.
  - Identified as *Accounting of Disclosures* request.
- Request to have their patient status remain confidential by opting out of the of Patient Directory.

## Patients also have the right to:

- Request restrictions from third-party access to their medical information.
- Request alternate communications.
  - How we communicate their information, including allowing others to receive their information.
- Release their information to others.
- File a complaint.



# Permitted Use & Disclosure of PHI

- **For Treatment Purposes**

- To provide, coordinate or manage their care.
- Includes communication between health care providers and other members of the medical team, both within and outside of Mayo Clinic.

- **For Payment Purposes**

- Use and disclose of PHI to create bills and collect payment from insurance companies.

## Permitted Use & Disclosure of PHI

- **For Healthcare Operations**

- Use and disclosure of PHI when necessary to improve the quality of care provided to patients.
- Includes activities to improve patient care such as:
  - license staff to care for patients
  - prepare for state and federal regulatory reviews
  - train health care and non health care professionals
  - manage health care operations
  - improve health care services

You need written patient authorization to use patient information for purposes other than treatment, payment or healthcare operations. Check with your supervisor or Privacy Officer.

## Permitted Use & Disclosure of PHI

- The need-to-know rule is HIPAA's minimum necessary standard.
- Minimum necessary means the least amount of information you need to do your job function.
- If your job functions require access to PHI, remember to request, share and disclose only the minimum amount necessary to complete the task.

**“Curiosity viewing” of patient records is absolutely prohibited.**





**Did you catch that?!**



- **You must have a treatment or business need-to-know to access a patient's information.**
- **If you do not have a business need-to-know:**
  - You **MUST** have a valid patient authorization on file in order to access the patient's record for personal reasons.
  - Mayo Clinic Policy prohibits access to your minor child's record using the Electronic Health Record (EHR).
- Do you have written permission or will the access benefit the patient or Mayo Clinic? If the answer is no, the access is personal curiosity and is strictly prohibited by law.

## Pop Quiz

Access to a patient's medical record is authorized in which of the following scenarios:

1. Your parent was seen by a provider today; you review provider's instructions regarding medications in the medical record to be sure your parent understands them correctly.
2. Your hip replacement patient is experiencing shortness of breath. Although you are in Orthopedics, you review previous cardiac consultation notes.
3. A patient was seen by your preceptor for an ankle fracture. You are curious about a scar on the patient's neck.
4. Your sister asks you to check her son's medical record to verify whether or not a prescription has been called in for his ear infection.

If you answered #2, you are correct. There is a business need-to-know in this scenario, in order to provide optimal patient care.

Your hip replacement patient is experiencing shortness of breath. Although you are in Orthopedics, you review previous cardiac consultation notes.

In all other scenarios, you would need to have a valid patient authorization on file in order to access the patient's record for the purposes indicated.



# Breach Reporting

- A **Breach** occurs when PHI is accessed (viewed) or disclosed (shared) without a business need-to-know.
- Staff are required to report a discovered or suspected breach to the Privacy Office.
  - Contact your site/regional Privacy Officer
  - Report anonymously by calling 1-888-721-5391 or online at [www.mayocliniccompliancereport.com](http://www.mayocliniccompliancereport.com)
- Mayo Clinic strictly enforces the Anti-Retaliation Policy
- Staff who knowingly violate Mayo Clinic privacy policies will receive appropriate corrective action, up to and including termination of employment.

# Basic Security Requirements

- Protect yourself and protect our patients
  - Lock up or keep out of sight any confidential information to ensure that unauthorized people do not see it.
- Always remember to lock your workstation or log off when you leave your work area and do not share your username and password.
  - **Any activity under your username is your responsibility!**

# Confidentiality

Simply by being on the Mayo campus, you may encounter confidential information concerning patients, employees and business information. Confidential information includes all material (oral, paper-based and electronic) related to the operation of Mayo including but not limited to:

- Financial information
- Patient names and other identifying information
- Patient personal and medical information
- Patient billing information
- Employee names including salaries and employment information
- Proprietary products and product development
- Marketing and general business strategies
- Any discoveries, inventions, ideas, methods, or programs that have not be publicly disclosed
- Any information marked as “confidential”

Unauthorized access, use or release of confidential information may be cause for immediate dismissal.

## Conclusion – Key Points

- Do not access or disclose patient information to anyone unless there is a need-to-know.
  - Social media use should not include any identifiable (or potentially identifiable) patient information.
- Discuss patient information in a private place where others cannot overhear. If you overhear other staff discussing patient information, respectfully bring it to their attention.
- Keep patient information out of public areas. Do not leave paper containing patient information where others can see it. Dispose of PHI properly.



## Resources for You

- Your department leadership
- Site Compliance and Privacy Officers
  - **We are here to help!**
- Compliance website with contacts and FAQs
- Compliance Hotline
  - Anonymous and confidential
  - Staffed by external third party
  - 1-888-721-5391
  - [www.mayocliniccompliancereport.com](http://www.mayocliniccompliancereport.com)

## Pop Quiz:

Which of the following might breach patient confidentiality and be potential cause for dismissal?

1. Taking a selfie on your work unit and posting to Twitter
2. Discussing patient care while on an employee elevator
3. Doing a quick check of your brother's x-rays to see if you identify a broken bone
4. Sending an email to your school adviser regarding the unique case you saw this afternoon

## All scenarios may be a breach:

1. If a patient is in the background, this is potential breach.
2. Although an employee elevator may seem like a safe place to discuss patient care, a relative or friend of the patient may be on the elevator.
3. Unless you have a valid authorization from your brother on file, you may not access any part of his medical record – even if he verbally requests it.
4. If any information is disclosed by which someone might identify the patient, a breach has occurred. Of note, patient information should never be sent via email unless encrypted.



# Information Security Social Engineering Attacks



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It's imperative to handle Mayo Clinic's information technology tools in a responsible and inquiring manner. Beware of potential information security attacks such as those described in subsequent slides.



# Phishing

- Phishing
  - Email phishing is the #1 way criminals obtain info. Always click the phishing icon in the upper right hand corner of Outlook to report suspicious emails
  - *Ex)* Email informs you that your password has expired, it requests you to click on an outside link to renew it



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# Baiting and Social Identity

- Baiting
  - *Ex)* A link pops up naming you the 100th person to visit the site; you win an award by clicking the link below!
- Social Identity
  - *Ex)* Criminal obtains your DOB from your social media account

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# Vishing and Tailgating

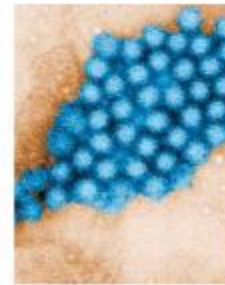
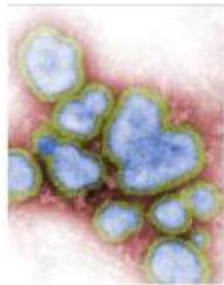
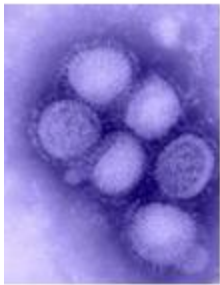
- Vishing
  - *Ex)* You receive a phone call saying they are Mayo Clinic and your account has been hacked. They need your password to reset your account.
- Tailgating
  - *Ex)* A person without a badge asks you to hold the door to a secure location for them.

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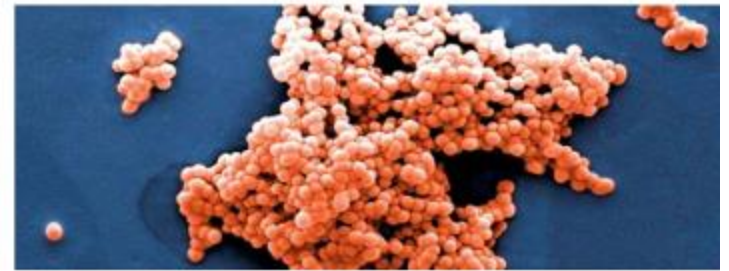




# Infection Prevention and Control Everyone's Responsibility



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# What You Need to Know

- Learn to readily identify invisible, small causes of disease, so that you can protect yourself, our patients, visitors, and your coworkers from the risk of an infection
- Describe how diseases are spread by the Chain of Infection
- Identify your role in preventing the spread of disease in the work place

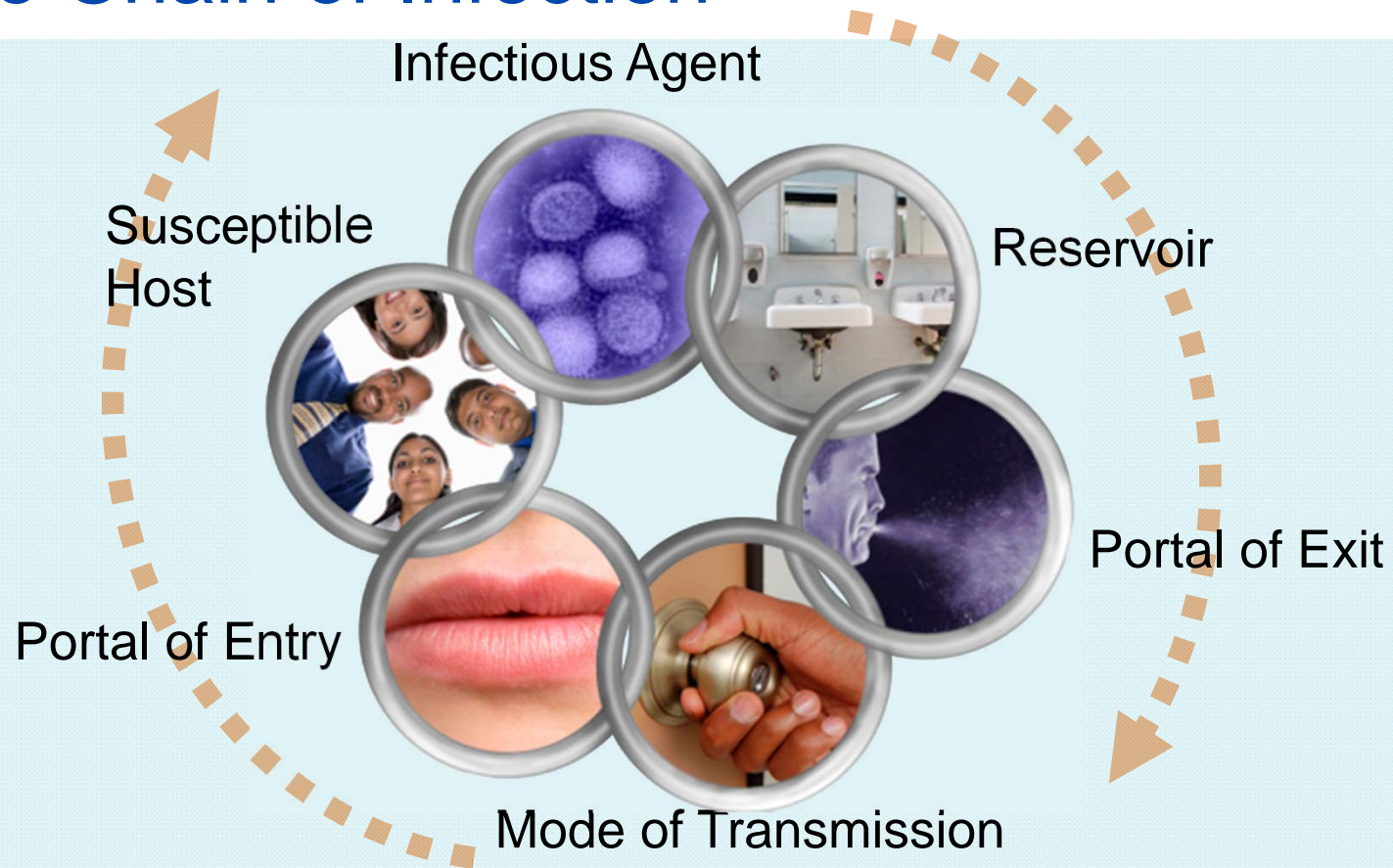


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# The Chain of Infection



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# Primary Prevention – Stay Home When Sick



- Fever
- Persistent cough
- Diarrhea
- Vomiting



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# Primary Prevention – Stop Transmission at Work

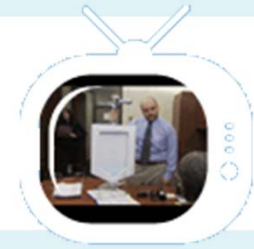
- Hand hygiene
- Respiratory etiquette
- Disinfect your work area
- Stay current on immunizations
- Stay informed



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# Your Role – Hand Hygiene



- Soap and water
  - Before eating
  - After using the restroom
  - When hands are visibly soiled
- Waterless alcohol-based hand rub

*Note: Artificial nails are not permitted when working directly with or handling patient food/medication.*



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# Your Role – Follow Respiratory Etiquette

- Cover your cough or sneeze
- Use simple masks for patients or yourself
- Perform hand hygiene

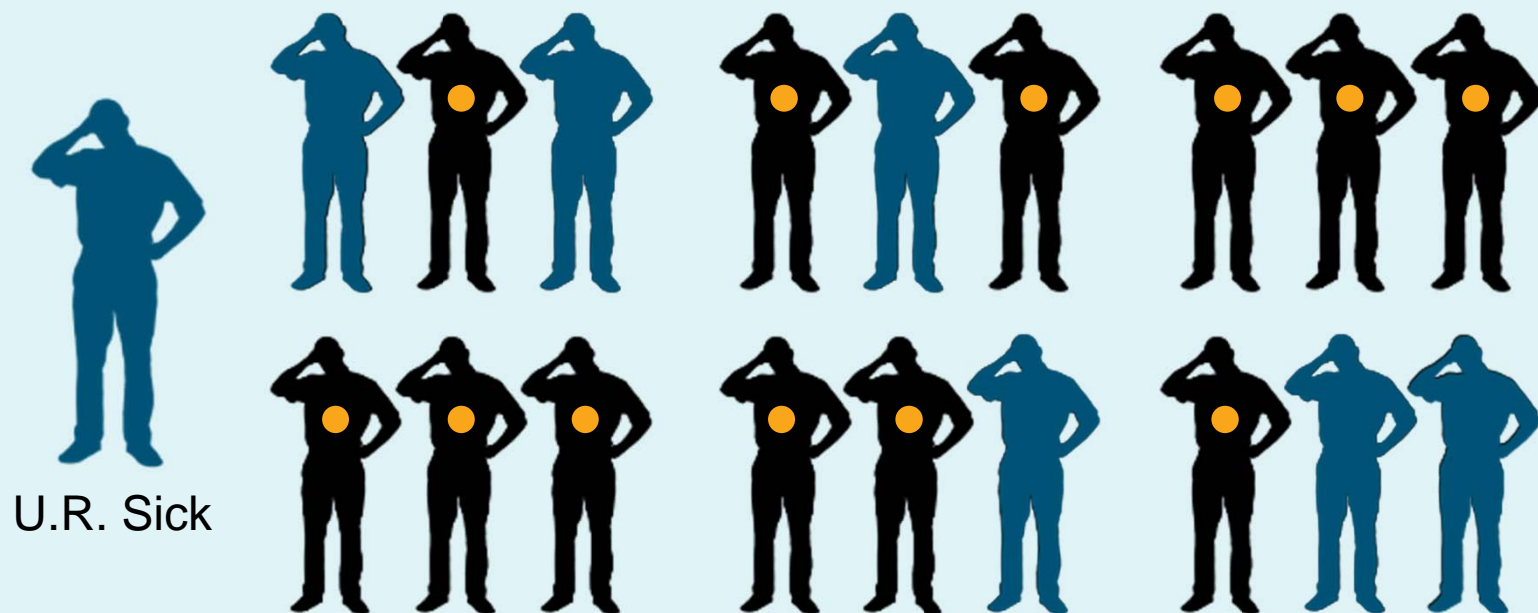


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# Your Role – Get Your Immunizations

Immunizations break the chain of infection by protecting you from becoming the next host and spreading disease.



■ At risk of illness

● Vaccinated

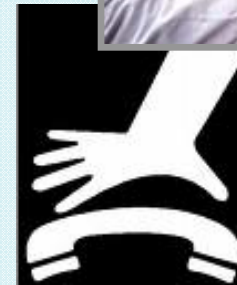
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# If An Exposure Occurs.....

- Wash area immediately with soap and water
- If exposure to mouth or eyes, flush with large amounts of water
- Seek evaluation immediately by calling Employee Health or your Supervisor
- Do not wait until the next work day to report



**NOTE: Search “Pathogen” on Mayo intranet to find Exposure Control Plan specific to your assigned location.**

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# Pop Quiz

Complete the following statements:

Proper hand hygiene requires use of soap and water before .....  
eating, after using the restroom, or when hands are visibly soiled.

Immunizations break the chain of infection by protecting you from  
becoming the next host and .....  
spreading disease.

Respiratory etiquette includes covering your cough or sneeze,  
performing proper hand hygiene, and .....  
using simple masks for patients or yourself.

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## Mayo Clinic Safety



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Enterprise Physical Security Department

# Fire (Code Red): RACE and PASS

## RACE

- Rescue /Relocate (Move yourself and others out of harm's way), Alert /Alarm (call 911), Confine, Extinguish

## PASS

- Pull (the pin)
- Aim (at the base of fire);
- Squeeze (the handles together)
- Sweep the extinguisher side to side to extinguish

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# Fire Safety Guidelines

- Locate fire extinguishers and pull stations in your area
- Ask your supervisor about department and site specific plans
- Know your fire exit signs
- ***Know your evacuation routes***, for both fire and other emergencies. ***Move to safety.***
- Prioritize your safety and the safety of your patient, visitors, and colleagues over all other concerns

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## Succeeding at Mayo Clinic



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# Mutual Respect

- Foster mutual respect and support Mayo's commitment to diversity
  - Mutual Respect policy
  - Harassment policy
  - Title IX Sexual Misconduct policy

*Everyone has the right to pursue his/her career free from harassment, coercion or disruptive conduct from coworkers or organizational superiors.*



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# Sexual and Other Harassment

An unwelcome behavior or action of a sexual nature is sexual harassment when

- Made a term or condition of employment affecting an individual
- Used as the basis for employment decisions affecting the individual
- Interferes with one's work performance or creates an intimidating, hostile, or offensive work environment

Third party harassment can create a hostile work environment.

- May not bother the two people involved in a conversation, but bothers a third party.

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# Social Media Guidelines



Visit the Mayo Clinic Social Media Network page via the intranet



- Do not share confidential or proprietary information about Mayo Clinic.
- Must maintain patient privacy.
- Applies whether posting to own sites or commenting on other sites.
- Photographs containing any patient identifiable information are strictly prohibited.



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# Pop Quiz

True or False:

- I may send a patient a “friend” request.
- Photos are okay so long as the patient consents to taking the picture.
- You just assisted on a really interesting procedure; it’s okay to post about it!

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# FALSE

- All of the answers to the pop quiz are **false** as they violate patient rights concurrent with HIPAA. Please review the **Social Media Network guidelines** for further information.

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## Dress Code



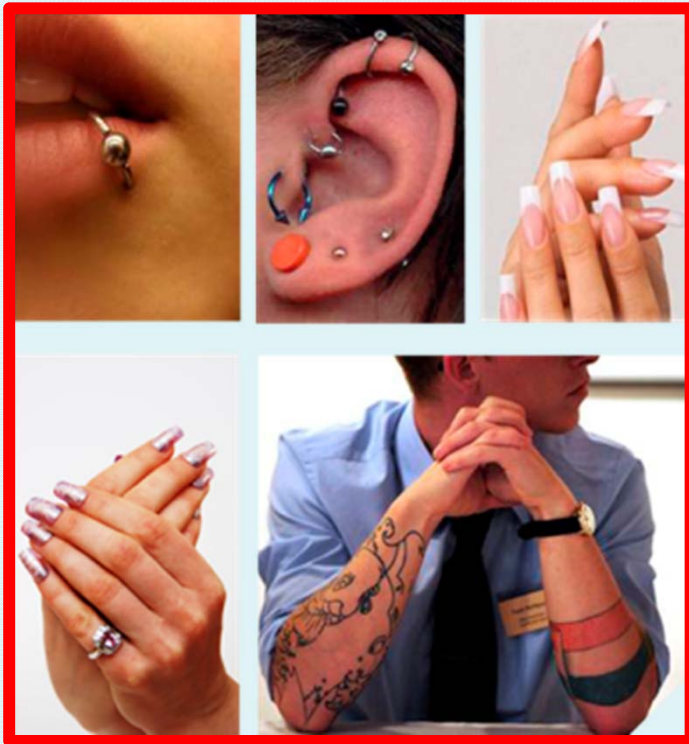
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# Accessories – conservative in nature

## Not Appropriate (Red)



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## Appropriate (Green)



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# Footwear

Open toe, open heel shoes must include a strap



Casual sandals, stilettos, platform shoes, and hiking boots are not appropriate



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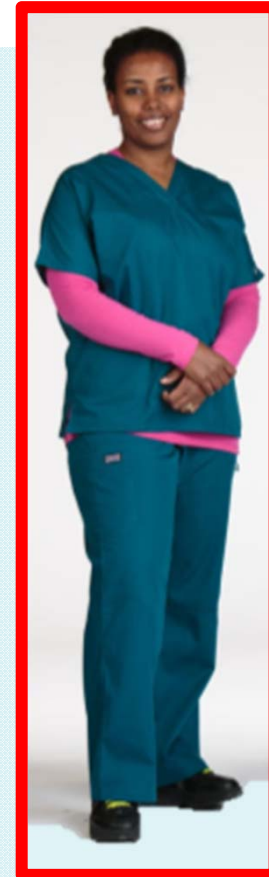
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# Clinical Attire



Scrub color based on clinical area and role. Shirts worn under scrubs must be white or color similar to scrubs.



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# Appropriate Casual and Business Attire



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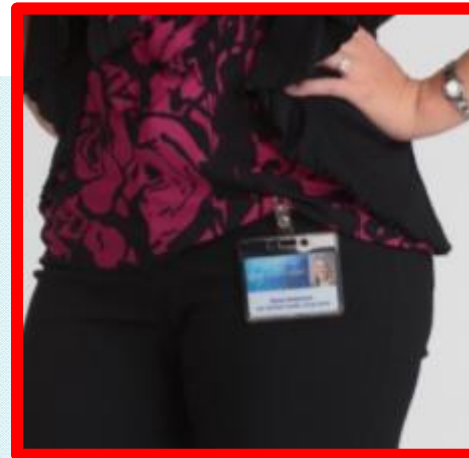


# Inappropriate Attire





# Identification



Identification badge must be worn above waist level.



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# Congratulations!

You have completed the Mayo Clinic Health System student orientation module.

Department-specific orientation will be provided on-site by your Mayo Clinic supervisor/preceptor.

**IMPORTANT:** The next slide is a certification of completion. After printing and signing this document, **give it to your instructor/advisor to keep in your student file at your academic institution.**

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## **MAYO CLINIC HEALTH SYSTEM**

### **Student Orientation Module**

This certifies that the student named below has completed the online orientation module to Mayo Clinic Health System. The module includes, but is not limited to:

- Mayo Clinic Welcome
- Diversity and Inclusion
- Patient Privacy and Protected Health Information; HIPAA
- Information Security
- Infection Prevention and Control
- Safety
- Mutual Respect; Title IX
- Social Media
- Dress Code

This form must be signed, dated, and retained in student's file at home academic institution.

Student name (printed): \_\_\_\_\_

Student signature: \_\_\_\_\_

Date: \_\_\_\_\_