

National RN Case Manager Certificate Program
SECTION 2: FOUNDATIONS OF RNCM ROLE DEVELOPMENT II

Practice Development Activity: Effective Use of Technology in RNCM Practice

Doing a “check in” on your understanding of HIPAA especially within the context of the exchange of health information is important for effective RNCM practice. As the coordinator of care between patients, providers and needed services, the RNCM is often involved with accessing or providing health information across multiple systems. Ensuring the secure exchange of patient information is important in communicating health information, maintaining a trusting relationship with patients and their caregivers, and decreasing delays in care.

HIPAA gives individuals the right to see and get copies of their health information, or share it with a third party, like a family member or a mobile device application.

- Having easy access to their health information empowers individuals to be more in control of decisions regarding their health and well-being.
- Individuals can monitor chronic conditions better, understand and stay on track with treatment plans, find and fix errors and contribute information to research if they choose.

To help explain this important right to individuals and health care providers, ONC and OCR have developed easy-to-understand educational tools in English and Spanish.

Go to this website: <https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>

Watch the short set of HIPAA “Your Information, Your Rights” information videos.

1. Scroll down the page and review the posted Patient Access resources. Think about the processes in place in your health care setting. Do these support the efficient and safe exchange of health information? This is important to think about because many times patient records processes do not fully represent current HIPAA resulting in barriers to patient health information access and delays in care.





2. Click on Your Guide to Getting and Using Health Records or use this link:

<https://www.healthit.gov/how-to-get-your-health-record/>.

- Review the patient education content on this page
- Scroll down and take the Quick Quiz: Know Your Rights Under HIPAA

