

**NETWORK COMPLIANCE PRIVACY MONITOR
DIRECT OBSERVATION**

Date: _____ **Observer:** _____ **Location/Department:** _____

Instructions: Use one form per area you patrol within your department. Walk through all traffic areas in your department/unit, this includes traffic areas for visitors as well as traffic areas for employees only, to perform this direct observation. PHI or identifiers is considered **visible** if you can see and read the material from a traffic area. It is **accessible** if you or someone else can pick up the material that contains PHI while walking through a traffic area. If you observe PHI visible or accessible please note the identifiers by code number in the appropriate column below (see attached list).

Please complete this monitor by _____ **. Return to Performance Improvement Dept. by** _____.

#	Questions	Yes	No Visible PHI identifiers	No Accessible PHI identifiers	NA	Comments
	PHI Security/Protection:					
1.	Computer monitors in public areas are positioned to avoid observation by visitors, or privacy screen is used.					
2.	Computers are logged off of all applications like Care Manager, Eclipsys, PHS, etc) when not in use.					
3.	The monitor screens will revert to a screen saver within a few minutes of inactivity.					
4.	Computers are logged off or turned off when not in use after hours.					
5.	Printers are located in a secure area away from public view or access.					
6.	Copy machines are located in a secure area away from public view or access.					
7.	Fax machines are located in a secure area away from public view or access.					
8.	Pneumatic tube stations are located in a secure area away from public view or access.					
9.	Shredders are located in a secure away from public view or access.					
10.	The volume on answering machines turned down so that staff or visitors cannot overhear information left.					

#	Questions	Yes	No	No	NA	Comments
	Equipment & PHI Protection:		Visible PHI identifiers	Accessible PHI identifier		
11.	Confidential patient information is not left unattended on printers or fax/copy machines unless in secure area.					
12.	Disposal of paper copy PHI is in the proper protected receptacle (shredding bin).					
13.	Employees keep their voices low when discussing confidential patient information with other staff, physicians or families.					
14.	Employees hold telephone conversations only in areas where confidential patient information may not be overheard.					
15.	Dictation is completed in an area where confidential patient information cannot be overheard.					
16.	Charts or other documents containing confidential patient information are placed face down or concealed from direct observation.					
17.	Paper records and/or medical records are stored or filed in a way as to avoid observation by patients, visitors or other unauthorized personnel.					
18.	Patient lists (which may include more info than just patient's room) are not readily visible by visitors.					
19.	Only the patient's name (no other confidential information) is called out into a waiting room.					
20.	Whiteboards include only the patient's last name and no other confidential information.					
21.	Confidential information is not displayed or hung outside the patient's room.					
22.	Patient medical records or charts are not left unattended in PODS.					
23.	Staff wears their nametags at all times.					
24.	For units that are not open 24 hours, patient records are filed in locking cabinets or locked rooms.					
25.	Mail is located in a secure area away from public view or access.					