



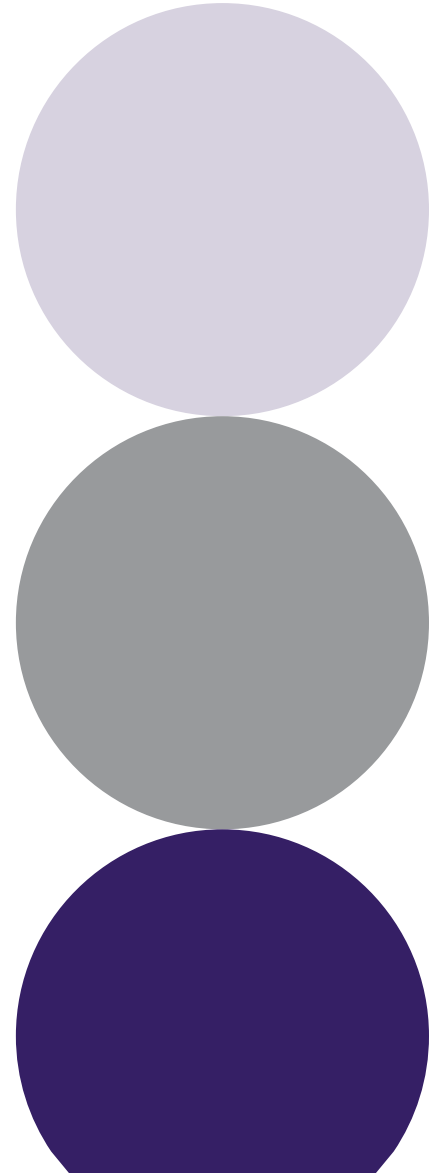
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AAOE Roadmap to Recovery Series: HIPAA and OSHA Considerations in the COVID-19 Era

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President, Eagle Associates, Inc.

Moderator: Joy Woodke, COE, OCS, OCSR
Academy Coding & Practice Management Executive





Eagle Associates, Inc.

- AAOE recommends Eagles Associates, Inc for regulatory compliance resources and practical solutions for:
 - HIPAA
 - OSHA
 - OIG Compliance and Fraud & Abuse Training
 - Secure Risk Analysis
- Services include current policy manuals, forms and employee training



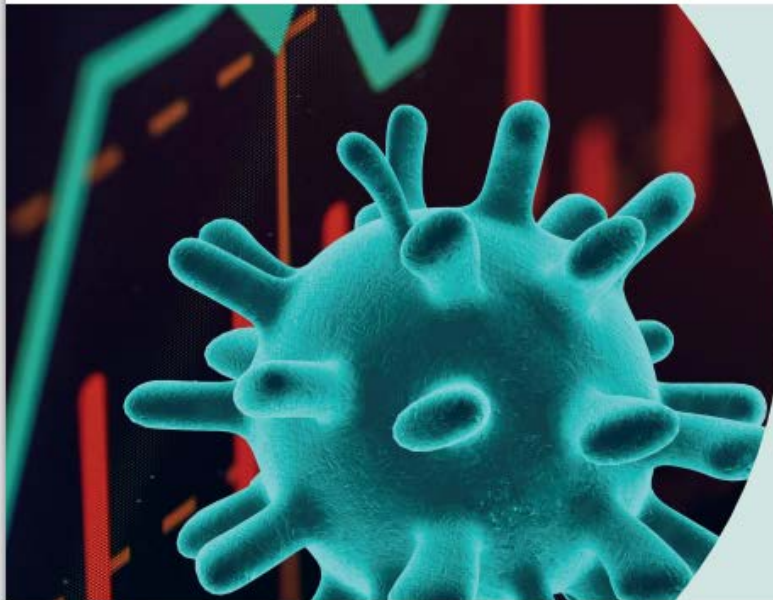


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Module 1

Reboot Your Practice

Post-Covid-19 Recovery Roadmap
for the Ophthalmic Practice



May 2020



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American Academy of Ophthalmic Executives®

aao.org/practice-management/article/reboot-your-practice-post-covid19-recovery-roadmap

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Questions for the Panel?

- Questions may be submitted through the Q&A button.
 - Please do not submit via chat or click on the raised hand.
- Attendees can “promote” a posted question to move to the top of the queue.
- A recording of this presentation will be posted following this live session to <https://www.aao.org/coronavirus/webinars-and-podcasts>
- Questions following the session may be emailed to aaoe@aao.org



HIPAA Topics

- Telehealth
- Disclosures to first responders, friends, family
- Operational issues
- Malware, phishing and teleconference hacking



Telehealth and HIPAA During COVID-19

- No penalties for temporary use of non-secure Telehealth applications during the COVID-19 pandemic.
- HIPAA Rules are not suspended. Discretion for not imposing penalties only.



Telehealth, continued

- Public-facing vs non-public facing technology
- Privacy and Security Controls
- Patient photos



Telehealth Vendors with HIPAA-Compliant Products

- Skype for Business / Microsoft Teams
- Updox
- VSee
- Zoom for Healthcare
- Doxy.me
- Google G Suite Hangouts Meet
- Cisco Webex Meetings / Webex Teams
- Amazon Chime
- GoToMeeting
- Spruce Health Care Messenger





Telehealth Product Considerations

Things to look for in a Telehealth product:

- end to end encryption
- Individual user accounts
- Passcodes

Practice telehealth in private settings





Bad Faith Use of Telehealth

- Sale of PHI
- Violating professional ethical standards
- Using public facing applications



Disclosures

- To First Responders
- To Public Health Authorities





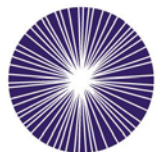
Disclosures, continued

- To Friends and Family
- To Persons at Risk of Contracting or Spreading Disease



Disclosures, continued

- Minimum Necessary
- Safeguards





Cyber Attacks Exploiting COVID-19

- Phishing, using subject of coronavirus or COVID-19 as a lure
- Malware distribution, using coronavirus- or COVID-19- themed lures
- Registration of new domain names containing wording related to coronavirus or COVID-19
- Attacks against newly deployed remote access and teleworking infrastructure





Teleconference Hijacking

- Do not make meetings public
- Do not share a link to a teleconference on a public post (social media)
- Manage screen sharing options so that only the host can share screens
- Ensure users are using the updated version of meeting applications.
- Address requirements for physical and information security within your organization.





Enforcement in the Wake of COVID-19

- OCR will announce end of enforcement discretion
- Consideration will be given to circumstances





HIPAA Resources

HHS HIPAA and COVID-19 Resource Page—Contains Links to Notices and Guidance

<https://www.hhs.gov/hipaa/for-professionals/special-topics/hipaa-covid19/index.html>

Notice of Enforcement Discretion for Telehealth

<https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

Media Access Restrictions

<https://www.hhs.gov/about/news/2020/05/05/ocr-issues-guidance-covered-health-care-pviders-restrictions-media-access-protected-health-information-individuals-facilities.html>



OSHA Topics

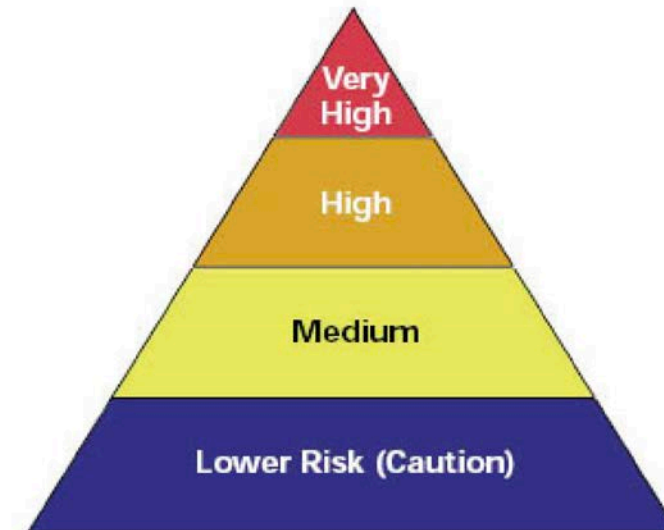
- COVID Policies
- Training
- PPE
- Engineering Controls
- Administrative and Work Practice Controls
- Staffing



OSHA COVID-19 Risk Levels

- Lower
- Medium
- High
- Very High

**Occupational Risk Pyramid
for COVID-19**



OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION



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COVID-19 Policies

Written policies for:

- Establishing Risk Level
- Identification and Isolation
- Engineering Controls
- Administrative Controls
- Work Practice Controls
- PPE, including Respiratory Protection
- Recording and reporting cases of COVID-19
- Training



Staff Training Topics

- Transmission
- PPE-use, limitations, care, disinfection, disposal
- Safe work practices
- Respiratory protection, if needed, fit testing, user seal check
- How to isolate patients
- Sick leave policies
- Site-specific administrative controls



PPE

- How to don, doff, clean, decontaminate, maintain, dispose
- Gloves
- Gown
- Eye Protection
- Respiratory Protection



Engineering Controls

- Installing high-efficiency air filters
- Increasing ventilation rates
- Physical barriers
- Triage stations outside the facility



Administrative Controls

- Posters, visual alerts
- Supplies for respiratory hygiene and cough etiquette
- Restrict non-essential visitors, vendors, etc.
- Screen patients before entry to practice, have them wear mask
- Establish non-punitive sick leave policies
- Cross train staff to help with unexpected staff shortages



Work Practice Controls

- Disinfection procedures
- Avoid sharing phones, desks, equipment whenever possible
- Emphasizing hand hygiene:
 - before and after patient contact,
 - before and after donning and doffing PPE
 - after contact with any infectious material
 - after using the restroom



Staffing

- Monitoring staff –symptoms, exposure, temperature
- Ensuring social distancing
- Cross-training
- Absenteeism, sick leave, quarantine
- Illness reporting





OSHA/Safety Resources

OSHA's Guidance on Preparing Workplaces for COVID-19

<https://www.osha.gov/Publications/OSHA3990.pdf>

CDC's Information for Healthcare Professionals about Coronavirus (COVID-19)

<https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html>

CDC's Ten Ways Healthcare Systems Can Operate Effectively during the COVID-19 Pandemic

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ways-operate-effectively.html>

CDC's Outpatient and Ambulatory Care Settings: Responding to Community Transmission of COVID-19 in the United States

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ambulatory-care-settings.html>

CDC's Criteria for Return to Work for Healthcare Personnel with Suspected or Confirmed COVID-19

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html>

CDC's Guidance for Cleaning and Disinfecting Your Facility

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

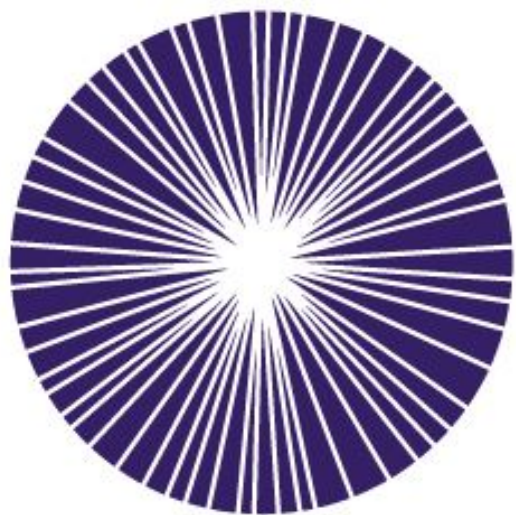
CDC's PPE Sequence

<https://www.cdc.gov/hai/pdfs/ppe/ppe-sequence.pdf>



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