Business Privacy: How We Ensure Data Protection, Privacy of Emails, File Sharing

How to read and reply to a Virtru email

There is no need for you to install any special software with the Virtru system. If you receive an email from us with attachments and the notification *"Virtru secure email"*, simply read the email in our web-based Secure Reader through your browser.

1) Open the email in your inbox and click *"Unlock Message"*. A new tab or window will open.

2) When prompted, select your email address. If yours is not listed, click *"My email is not here"* and enter your information.

3) Choose how you would like to verify your identity. (Google and Office365 users can use their preexisting credentials to log in directly using Login with Google or Login with Office 365.) You will be taken directly to your message.

4) If you use a different provider, select *"Send me an email"* to verify your identity.

5) Check your inbox for your verification email. It will come from *"verify@virtru.com"*. If you do not see a verification email, check your Spam or Junk Box.

6) Open the verification email and click *"Verify Me"* to open your message. NOTE: Both the *"Unlock Message"* and *"Verify Me"* links need to be opened in the same browser on the same device in order to confirm your identity.

7) **Your message will open in a new tab in your web browser.**

8) **A message will be displayed in your web browser denoting "Here are the files". The file(s) can be viewed, printed, or downloaded at that point.**

9) To send a secure reply, click into the text field at the bottom of the message or click *"Secure Reply"*. At the top left of the reply box, you can select whether to reply to the sender only or all of the recipients on the email by selecting the *"Reply"* option. After you finish composing your message, click *"Send Secure Reply"*.

10) Attachments can be added by clicking *"Add Attachment"*. These will be sent securely as well.

In the world of healthcare today, regulated content, intellectual property, and other sensitive information must be shared with outside organizations. But how do we assure the privacy of these exchanges in a manner that is easy to use for both sender <u>and</u> recipient?

To address this issue, Pharma-Care, Inc. recently concluded a search for a data protection and encryption system to meet the particular requirements of the healthcare industry. We are pleased to announce that effective February 1, VIRTRU Data Protection Platform was contracted to provide us with a secure way to protect and control sensitive information no matter where it was created, stored, or shared.

The new Virtru system allows for:

HIPAA Email Compliance for Healthcare Providers

We can share HIPAA compliant emails and attachments with anyone right from one's inbox. Automatically detect and encrypt protected health information.

Sharing "Protected Health Information"

Send HIPAA compliant emails directly from Microsoft Outlook. Providers and other recipients can read and reply without installing special software or creating new accounts.

Enforcing HIPAA Compliance for All Users

Preconfigured rules check for protected health information and automatically encrypt it before leaving the sender's device thus enabling HIPAA email compliance. For example, key word alerts include birth dates, Social Security numbers, specific phrases like "lab results", and other programmable information.

Ensuring Protection for Emails Sent Externally

The HIPAA/HiTECH requirements in the signed Business Associate Agreement (BAA) enables compliance protection for all encrypted emails and attachments both inside and outside of our company.

Ease for Senders and Recipients

Our Outlook integrates with Virtru. Recipients can access encrypted messages without installing any special software. (Some recipients may be required to speak to their IT departments for white listing of encrypted emails. This also allows the sending of emails with attachments to public email domains such as AOL, YAHOO, MSN, etc.)

Pharma-Care, Inc.
Health Care Consultation Specialists
WWW.PHARMACAREINC.COM

PHYSICIAN · PHARMACIST · NURSE
SERVING THE PATIENT TOGETHER

Creative Care Consulting, LLC

STATE SURVEY TRENDS/FOCUS

Our review of last quarter state surveys identified the following areas of concern:

- PRN Psychoactive medications duration (F758)
- Reviewing for dose reductions including PRN psych (F758)
- Hold parameters not being followed
- Unit inspection upon first day of survey (F755)
- DEA 222 forms quantity & date received not filled out (F755)
- Checking for informed consent with side rails (F700)
- Proper hand washing
- Thawing fish and meat properly
- Not serving meals at the same table at the same time
- Hair nets on facial hair for kitchen staff
- Following policy on emergency water supply

Policy & Procedures: Reminder

Under the new regulations, survey teams have been increasingly requesting policy and procedures from facilities. Remember that everything does not require a P&P and that some things can be considered a standard of practice. However, if you have a policy for something, be sure that it is followed and your nursing staff is educated on those policies. Not following a policy or having conflicting policies may result in deficiencies. For pharmacy related items, here are some examples:

- *How to handle the Pharmacy Consultants monthly report*
- *Policy for medications received from dialysis center or other outside sources*
- *Crushing of medications*
- *14 day PRN psychotropic medications*
- *Policy on storage and labeling of Drugs and Biologicals*
- *Antibiotic Stewardship*
- *Wasting of controlled and non-controlled medications*

If you have any questions or need guidance, please reach out to your consultant pharmacist.

EPIC Corner
Electronic Pharmacist Information Consultant
(Medication reviews within 48 business hours)

EPIC Phone: 732-943-3573
EPIC Fax: 732-574-3469 or 3926
Email: epic@pharmacareinc.com

Say No To Cursive

There is nothing more aesthetically pleasing than beautiful handwriting. The letters flow in pretty curls and swirls. Your eye is attracted to the page and you wonder how someone could be so artistic. Every word is distinct and can easily be read. But in 2018, we are so pressed that there may not be enough time to interpret such an artistic document.
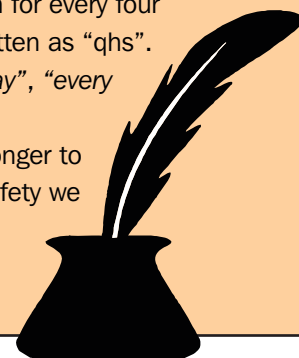
Some commonly found misinterpretations are:

- the letter "a" is easily mistaken or written as an "o"
- the letter "i" is not clearly dotted
- the letter "t' may not be clearly crossed

If your facility is still using handwritten orders and medication administration records, please consider the following to help avoid errors:

- Clearly print the name of the patient, the medication and the physician.
- Refrain from the use of the abbreviations "qd", "qod" "od", and "hs".
    → QD could mean every day or be mistaken for four times daily.
    → QOD could mean every other day or every right eye.
    → OD could mean right eye or be mistaken for every day.
    → HS could be mistaken for every four hours especially if written as "qhs".

Take the time to print *"every day"*, *"every other day"*, *"right eye"* and *"at bedtime"*. It will not take any longer to do this and will increase the safety we all want for our residents.

Pharma-Care, Inc.
Health Care Consultation Specialists
WWW.PHARMACAREINC.COM

Creative Care Consulting, LLC