

Team Privacy Training for Health Care Practices

I can provide your team with privacy training that is interactive, fun, and practical. I have taught more than 7500 people about health privacy. My most popular course takes 3 hours. I know that sounds like a long time – but I promise you, people will be engaged and it means they get all their questions answered. And there will be a lot of questions.

I cover:

- Privacy terminology and privacy rules
- The “why” of privacy
- Patient Rights
- Consent rules and exceptions to the rules
- Circle of Care: Sharing information as part of a “health care system”
- Lockbox: Can patients decide not to share information with their health care providers?
- Safeguards and protecting against phishing and ransomware
- Social media and technology issues
- Third party requests for information (WSIB, CPSO, lawyers, police)
- Working within HealthLinks and other community sharing projects
- Privacy Standards & IPC Orders – storytelling to bring privacy to life

What you REALLY get:

- Team members who:
 - Know and understand the privacy rules
 - Know how to avoid common privacy mistakes in the future
 - Will support each other to think about privacy opportunities
 - Will appreciate the negative impact on patients of poor privacy practices
- If something goes wrong and one of your staff goes rogue (or there is a hack into your systems) you will be able to demonstrate to your patients (or clients or residents) and to the regulator and to your community that you have taken privacy very seriously and taught all your staff about their privacy obligations (reducing your overall financial and reputational exposure)
- Many groups have found the day to be a positive team building exercise, where individuals share their stories and vulnerabilities and know how to work together in the future.

This training is tailored to your team and includes a review of your policies so that your specific circumstances and rules are emphasized.

Here is one testimonial about this training:

I am a family physician working in a busy Family Health Team. PHIPA impacts all of our clinical and administrative activities. Kate Dewhirst provided us with an engaging and highly informative presentation. She was able to make a large room of multidisciplinary health care providers and administrative staff feel more like a small group session with lots of informal interactions, humor, questions and answers and real life examples of privacy issues and management. Kate kept the meeting on schedule and organized. Kate’s information motivated me to make some immediate changes in my office function. I can highly recommend Kate Dewhirst as an excellent, high value resource in navigating the confusing waters of health care privacy.

Dr. Richard Wiginton, Brighton/Quinte West Family Health Team