A Lawyer, a Compliance Officer, and a New Doctor Walk into...

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WELCOME TO UNIVERSITY OF IOWA HEALTH CARE
What is the role of counsel? What is the role of a compliance officer?

- Belief that “consulting legal” is __________.
  “consulting compliance” is __________.
Role of Counsel

- Counselor, not decision-maker
- Represent **ALL** of UI Health Care – not just UIHC, CCOM, or UIP.
- Integrity, confidentiality, trust
- Decisions made by right person at right time
- Achieve strategic objectives while minimizing risk
- Best outcome given available resources
Role of Counsel

- Attorney-Client Privilege
  - Confidentiality
  - Email
- Documentation
  - Statements against Interest
Role of Compliance Officer

- Policies
- Coding and Billing
- Conflict of Interest
- Research Billing
- HIPAA
- Implementing after receiving direction from Counsel
- Making sure all the bases are covered
- Risk identification
- Jack of all trades, master of none
- Great resource for who, what, when, why, and UIHC history
Your Role

- Be an issue-spotter
- Be a partner
- Be an early intervener
- Be creative, flexible problem-solver
- Be aware of institution’s priorities and overall risk tolerance
- Be a reader
- Be a teacher
Oh No, What Do I Do If…

- Get a subpoena, government investigation, attorney calling me...
- Have a question about a law (informed consent, commitment, etc.)...
- A patient or family is disgruntled about...
- Don’t know how to talk to a patient or family about...
- I need a contract...
- Have a conflict of interest question...
- Have a policy question...
- Have a joint commission question...
- Have a HIPAA question...
- Think a patient may have been harmed/made an error...
- I don’t know roles in the institution...
- Want to report a compliance or other concern...
- Others?
UIHC has a new software system that monitors questionable employee activity regarding access of medical information.

This tool will assist our efforts in providing excellent patient care by protecting patient privacy and enhancing our ability to monitor what is being accessed in the patient records and by whom.

Don’t be shy, protect PHI
Office for Compliance receives alerts when staff members modify or change their own medical records such as when they:

- Create office visits with themselves as attending providers.
- Charge for these visits as billing providers.
- Add and/or remove their own diagnoses.
- Order their own medications and tests.
- Documenting their own Patient Education.

Office for Compliance will also start receiving alerts when staff members access, modify, or change household members’, co-workers’, Supervisors’, and VIP’s medical records without authorization.

Don’t be shy, protect PHI
Um, Not To be Rude, But Do I Have Insurance?

What happens if something does go wrong?
Questions?