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Updates from the IAC/S: Introducing Privacy Matters, A Newsletter from the MDH Privacy Officer

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Attention MDH Employees:

Office of Internal Controls, Audit Compliance & Information Security (IAC/S)



PRIVACY MATTERS



A Monthly Newsletter from the MDH Privacy Officer

November 2022

Using CRISP and Protecting Privacy

What is CRISP?

CRISP, which stands for Chesapeake Regional Information Service for our Patients, is the state-designated Health Information Exchange (HIE). An HIE is the mobilization of data that allows an individual's health-related information to be shared electronically among healthcare professionals who are treating the individual. This data exchange creates swift access to an individual's medical history, allergies, prescription medications, and other health data so medical professionals can provide their patients with the highest level of care. At MDH, we also partner with CRISP for other specialized projects such as hosting the Prescription Drug Monitoring Program (PDMP) database.

Using CRISP

MDH employees use CRISP for a wide variety of job-related tasks, such as patient care in the local health departments, long-term care facilities, and hospitals; contact tracing for COVID-19 or other infectious diseases; and for disease surveillance tasks. In all cases, CRISP users must maintain the highest levels of privacy and confidentiality and limit their access to only the information they need to do their job. Using CRISP for any purpose not directly related to the user's job violates our contract with CRISP and the CRISP Terms of Use, and may also violate federal and state privacy laws and result in disciplinary action.

What safeguards are in place?

CRISP and MDH work closely and diligently to ensure patient data in CRISP is secure and patient privacy is protected. CRISP employs state-of-the-art cybersecurity solutions and maintains a current HITRUST certification and Electronic Healthcare Network Accreditation Commission accreditation.

CRISP user accounts are configured to a user's role as an initial privacy safeguard to limit how much information a particular user can access. When an MDH employee with CRISP access leaves their role, the CRISP administrator should be notified as part of the offboarding process to ensure the user account is terminated.

CRISP also uses software that actively monitors queries in CRISP for suspicious or potentially unauthorized activity. In cases where their software alerts to such activity by an MDH employee user account, the MDH Privacy Office is notified and conducts an investigation into the access.

CRISP training and Test Patient profiles

As new employees are onboarded and provided with CRISP user accounts, they are trained on how to use CRISP. Current staff or other stakeholders may also need to receive additional training on certain CRISP features or functionalities over time.

When MDH employees are using CRISP access for training purposes, users should not access information belonging to actual patients in order to maintain privacy. Instead, users should access a Test Patient profile, which is a profile for a fictional person. MDH has distributed a list of Test Patient profiles to CRISP administrators that can be shared with all CRISP users. These profiles have varying information - some have full sets of data and others have limited test purposes. For a full list of Test Patient profiles, contact your CRISP Administrator or the MDH Privacy Office, mdh.privacyofficer@maryland.gov.

Contact the Privacy Officer

Website: <https://health.maryland.gov/iac/hipaa/Pages/default.aspx>

Email: mdh.privacyofficer@maryland.gov

Don't miss HIPAA training on November 30!

Office of Internal Controls, Audit Compliance & Information Security (IAC/S)

We are hosting a special WebX training on HIPAA at 1:00 p.m. on November 30. Register now using the following instructions: mdh.privacyofficer@maryland.gov | 410-767-5314

1. Log in to the Hub.
2. In the search box (upper right hand corner), type HIPAA and press ENTER.
3. Click on the course that says MDH - Webinar Introduction to HIPAA.
4. Click View Details for the session on November 30.
5. Click Request.
6. The course will now be listed on your transcript page, and you will receive a confirmation email (as long as you have an email address listed in the Hub).

This email was sent to Howell.A.Hess@mda.state.md.us using GovDelivery. For more information, please contact mdh.privacyofficer@maryland.gov. Maryland Department of Health - 201 West Preston Street - Baltimore, MD 21201



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