

## HOW TO KEEP HEALTH AND PERSONAL INFORMATION PRIVATE

### Why is it important to keep health and personal information private?

We all have information about ourselves and our family that we do not want to share. Think about your health information or your bank records. You want those private. When they are not kept private, someone could use that information to harm us. Your community organization receives money from the state for you to collect information that needs to be kept private. This is how you help people in your community. When we protect the information we received, we protect the people we serve.

### HOW TO KEEP AND SEND PERSONAL AND PRIVATE INFORMATION

How you collect and share personal and health is important. When collecting a person's information over the phone, you want to be sure you are the only one who can hear and read the information you are getting. This may mean not using the speaker on your phone or writing the information down in a place where people can't look over your shoulder.

Once you have the information, the next important step is how you will send the information. Here are some ways to share the information and make sure it is kept private.

- 1) **Hand Delivering Paper Forms** – Place **all** the forms you have filled out in a dark envelope. Once you deliver the envelope with the forms, these forms will need to be stored in a secure filing cabinet in the organization.
- 2) **Faxing Forms to Local Public Health Departments** - Local Public Health Department have a secure safe fax number where you can send the information. However, it is **really** important to check and re-check the fax number to make sure it is correct. If you don't, you may accidentally send it to the wrong number and a person's private information will fall into the wrong hands.

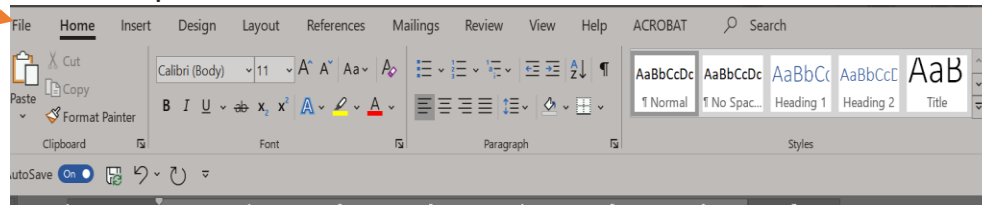
To get contact information for your county, please work with your Community Engagement Coordinator or county contact.

- 3) **Emailing personal information** - To send information to coworkers in your organization or send information to other community organizations,
  - If you use **Microsoft Outlook** to send and receive emails – **Add #secure#** on the subject line of the email form. This is useful when emailing forms to the Oregon Health Authority.

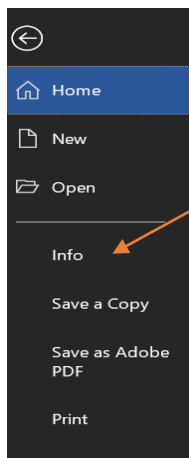
## How to Keep Health and Personal Information Private

- If you use Gmail, Yahoo, Comcast or other services to send emails – **You can protect a document by using a password to help prevent the information from falling into the wrong hands. Here is how:**
  - a. Open your file so you can see the document.

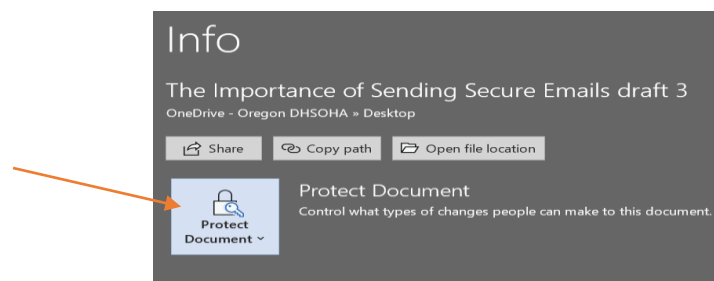
On the top left-hand side of our screen **Click on File**



- b. **Click on Info:**

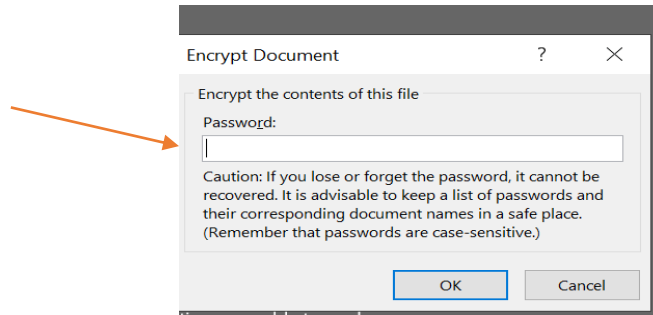


- c. Click **Protect Document**, and then **Click where it says Encrypt with Password**.

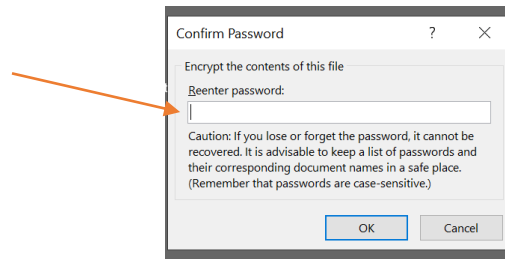


- d. In the Encrypt **Document** box, type a **password**, and then **Click OK**.

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e. In the Confirm **Password** box, type the **password** again, and then **Click OK**.



#### 4. **Sharing Health and Personal Information over the Phone:**

Make sure you are only sharing information with who you know works for the local health department. Keep a record of the calls you are making to share information. The record should include:

- Name of Organization you called
- Phone number
- Date and time, you called
- Name of the person you spoke and that person's information. An example of this person could be the identified LPHA staff person who can confirm cases or contacts.
- Most importantly **do not** leave the information in a phone message.