



# COMPLIANCE NEWSLETTER

## Heritage Provider Network

Volume 6, Issue 1



**REPORT ANY CONCERNS 24/7**

☎ Compliance Hotline: 855-682-4127  
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🏢 Corporate Compliance Officer  
39115 Trade Center Dr. Palmdale, 93551

### WHY HEALTH CARE COMPLIANCE?

*Ralph Oyaga, Corporate Compliance Officer*

When it comes to healthcare, every one of us is a stakeholder, and every one of us is responsible for making sure that we have an effective compliance program.

Compliance ensures we conduct our business within the boundaries of the law. This aspect of healthcare compliance is the one that usually captures the headlines with heavy penalties levied against misbehaving healthcare organizations and individuals.

In this complex healthcare regulatory environment, it is necessary to make the connection between the law and our daily work, and to instill a culture where unlawful conduct is unequivocally rejected by all in our organization.

Most importantly, compliance is simply the right thing to do, and our ethical compass must guide us to do what is right every time!

We must do right by our patients who depend on us in their time of need, right for our organization that aims to uphold the highest ethical standards, and right for our healthcare system that relies on our vigilance to prevent, detect and correct instances of non-compliance.

Remember, we are all in this together!

### SHARING MENTAL HEALTH RECORDS

*Denise Rock, HVVMG Compliance Officer  
and Carlos Schroeder, DOHC Compliance Officer*

HIPAA allows mental health professionals to decide when to share mental health information based on professional judgement about what is in the best interest of the patient or what is needed to prevent or lessen a risk of harm.

- With:**
- Family
  - Friends
  - Caregivers
  - Personal representative

- When:**
- If patient agrees, or does not object;
  - The information is relevant to their involvement with the patient's health care or for payment;
  - In order for the mental health professional to treat patients and prevent them from harming themselves.

If a patient has thoughts or exhibits a behavior that demonstrates a threat of harm or safety to themselves or others, mental health professionals need to be able to use their expertise and professional judgement to identify a potential or likely risk and determine who can help lessen the potential harm.

**Example:** If a patient tells their psychotherapist that they have persistent images of harming their spouse, the psychotherapist may:

- Notify spouse
- Call patient's psychiatrist or doctor to review medications and develop plan for treatment
- Call 911 or notify law enforcement, if needed

For more information, visit HHS at: [www.hhs.gov/hipaa/for-professionals/special-topics/mental-health/index.html](http://www.hhs.gov/hipaa/for-professionals/special-topics/mental-health/index.html)



### COMPLIANCE QUIZ



Want to win a **\$20** gift card? Take the Compliance Newsletter quiz by March 31st, 2019! Winners will be randomly selected from those who answer all questions correctly!

<https://www.surveymonkey.com/r/HPN1Q2019>



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