

## *HIPAA Confidentiality*

### Administrative Secretary

Char Buckalew  
(760) 434 - 2895

### Business Analyst

Kelly Murphy  
(760) 434 - 2982

### Senior Analyst

Bonnie Elliot  
(760) 434 - 2865

### ePACT

ePACT is the system our clients use to share their emergency information should it be needed. The system we use is used by several schools, camps, sport associations municipalities (us) and employers to securely store and collect emergency information for their respective needs.

A patron's information should remain confidential. *Minimal-Use* must be practiced when verifying a customer's identity. Unauthorized use of information may result in immediate termination and possible legal action. Please consider all environments when handling personal data. NEVER say, write, or tell someone any login information!

### FAQ's

#### What does Front-Desk Staff have access to?

Front-Desk staff will not have access to ePACT. For all customer relation matters, please contact the above names, from left to right.

#### What do I do when I believe a client's confidentiality has been compromised?

Contact your immediate supervisor with the necessary information that may assist with the validity and verification of the matter.

#### Where do users go to change their ePACT Account information?

We do not have access to our clients ePACT accounts. To make a customized modification, including account info, login capabilities, or contact information, please direct them to the one of the above names

#### Who can access patron's medical information?

Users own the information in their accounts. ePACT nor the City of Carlsbad will sell your data nor provide the information to third parties. Patrons can change their permissions at any time!

#### What if a client does not wish to share their medical information?

Patron's are not required to share their ePACT information with us, however, this may hinder staff's ability to respond in emergencies.

#### What are the City of Carlsbad's purposes for ePACT?

Emergencies happen every day and ePACT can be used in any situation - big or small. It can provide contacts to staff if required (if camps or classes need to be shut down), or any other local emergency.

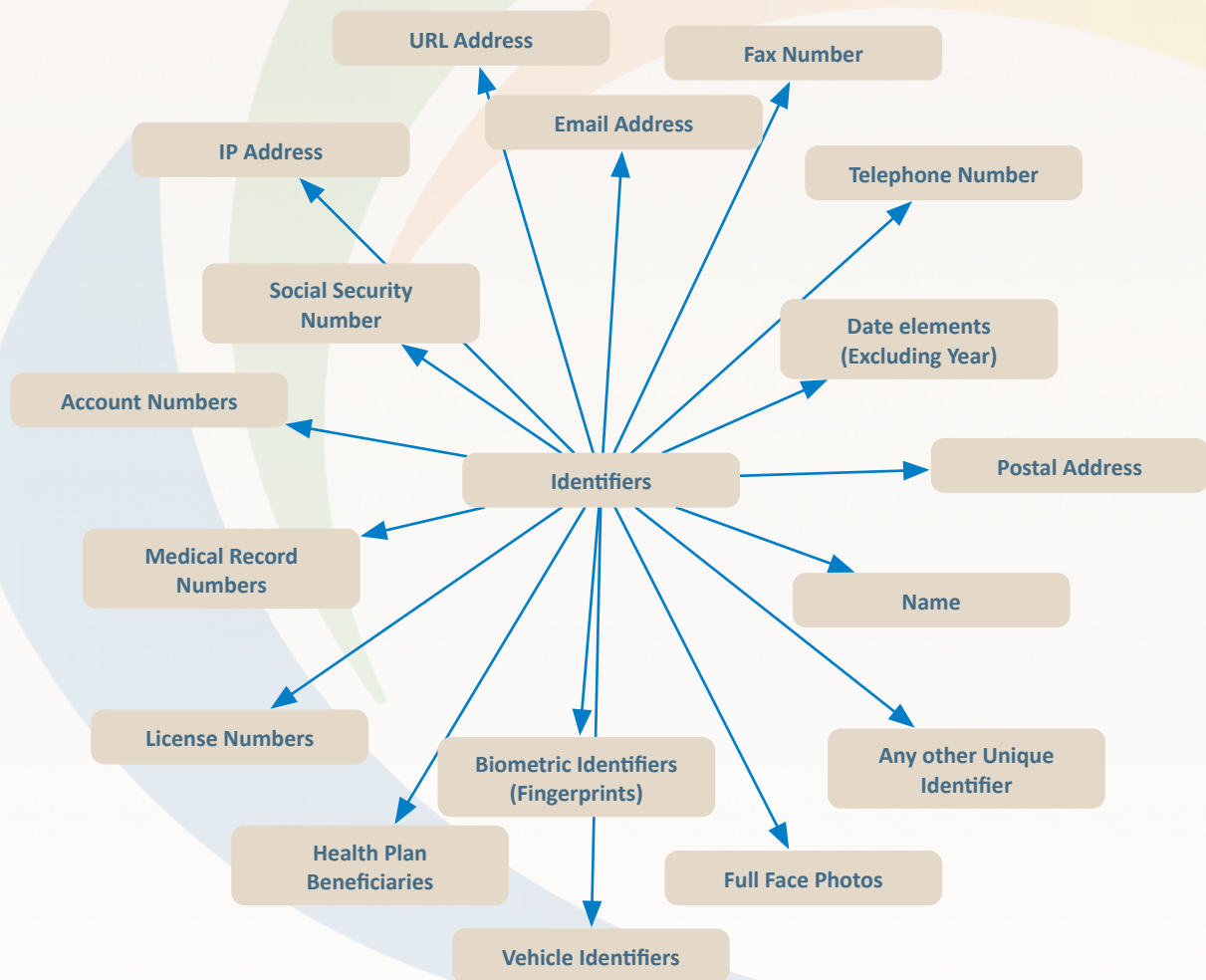
***Always consider surroundings when handling sensitive data!***

*See reverse for examples of data types.*

## *HIPAA Confidentiality (Cont.)*

### Identifiers

The below identifiers are defined by HIPAA and should be regarded when identifying a client. When attempting to identify a customer, you may ask for their street address or date of birth. Do NOT provide them with options as you may be disclosing another's personal information. If still unidentifiable, ask for a previous address, if relevant.



*In other words; Pretty Much Anything*