

# RLDatix Manager Training

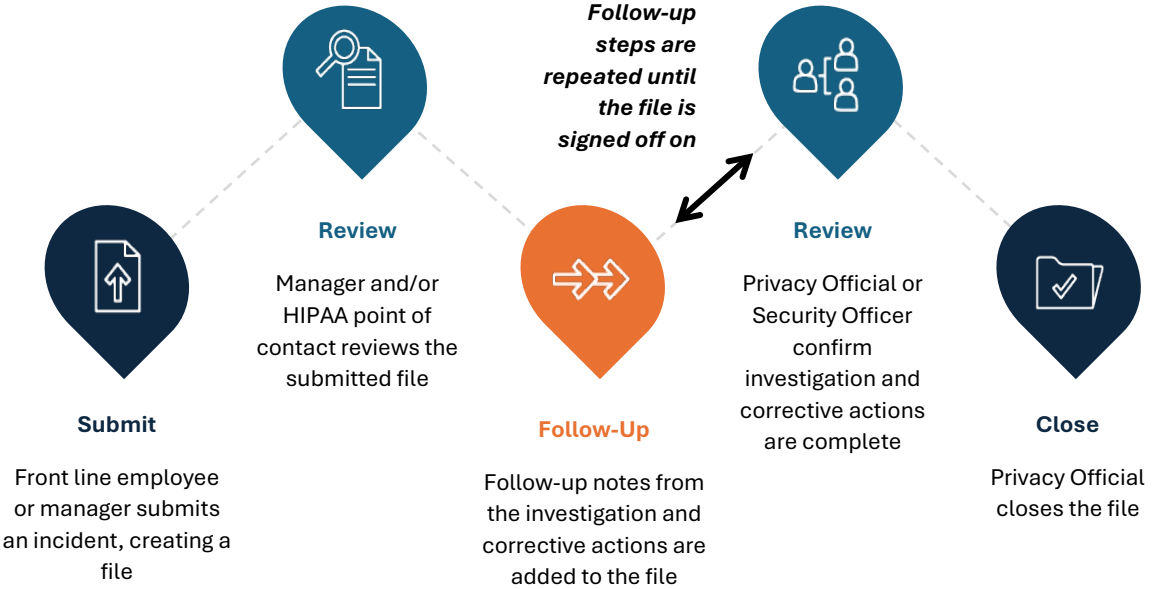
How to manage a HIPAA file

## Understanding the RLDatix Environment

RLDatix (RLD) provides everything you need to submit a HIPAA incident and create a file to use for documenting what happened, and the corrective actions taken to resolve the incident and prevent recurrence. RLD is an easy-to-use complaint/incident reporting system. RLD has integrated tools for assisting OU leadership with quality improvement, managing HIPAA incidents and more.

## Lifecycle of a file

The lifecycle of a file is the path or process through which a file is submitted, worked on, and closed.



## Minimum Necessary Rule

When submitting information on a file please only include the minimum amount of Protected Health Information (PHI) necessary to conduct the HIPAA investigation. If more PHI is needed, you or the HIPAA Compliance office may request more from the appropriate workforce member involved in the investigation.

Example of how to comply with the minimum necessary rule:

OU employee Jane Doe accidentally sent the following email to the *wrong* OUHSC employee:

Please review the chart for the following patient and let me know when they are scheduled to return to the clinic:

Patient Name: Mickey Mouse

Date of Birth: 11/18/1928

Last Seen: 5/1/2024

Diagnosis: Dementia

Correct way to submit the file details in RLD:

I accidentally emailed PHI to the wrong OUHSC employee at the following email address: [donald-duck@ouhsc.edu](mailto:donald-duck@ouhsc.edu). The email included the following types of PHI: patient name, DOB, date last seen, and diagnosis. Please provide guidance on the next steps. Thank you.

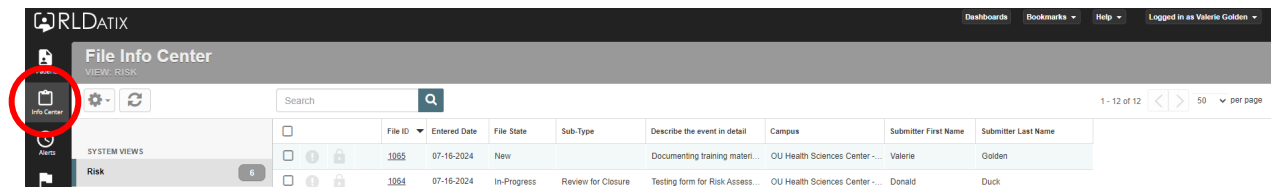
## Accessing a File in RLD

Files are assigned based on management roles and locations of responsibility. You can access them through the Info Center icon or the alert email you received when the file was submitted to RLD.

### File Access through Info Center

After logging into the system:

1. Click the Info Center icon in the left navigation pane.
2. Click the **File ID** to be managed.



File ID	Entered Date	File State	Sub-Type	Describe the event in detail	Campus	Submitter First Name	Submitter Last Name
1055	07-16-2024	New		Documenting training materi...	OU Health Sciences Center ...	Valerie	Golden
1058	07-16-2024	In-Progress	Review for Closure	Testing form for Risk Assess ...	OU Health Sciences Center ...	Donald	Duck

## File Access through Alert Notification Email

1. Open alert notification email in your inbox.
2. Click the **File ID** in the email.

New HIPAA File Alert - - Please Review



oucompliance@ouhsc.edu  
To: Golden, Valerie (HSC)



Mon 7/15/2024 10:40 AM



RL6 HIPAA Alert System  
Triggered: 07-15-2024

To Valerie Golden,

Please review files linked below.

### IMPORTANT ALERT

Valerie, you are receiving this Alert because a new HIPAA file has been added/changed in the system.

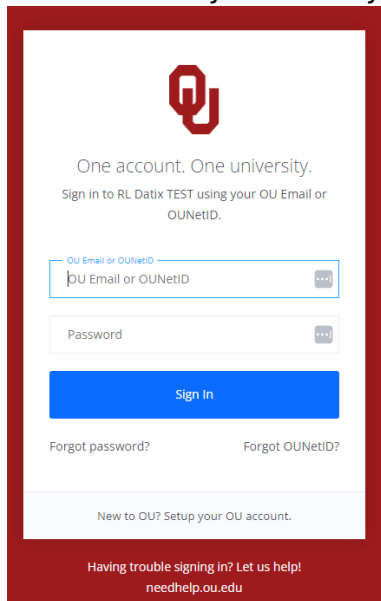
This Notification was generated on 07-15-2024 10:38:52.

Below are the links to the files that triggered this Alert.

**File ID: 1063**

General Event Type:  
HIPAA

This will direct you to the system log in page where you can manage the event.

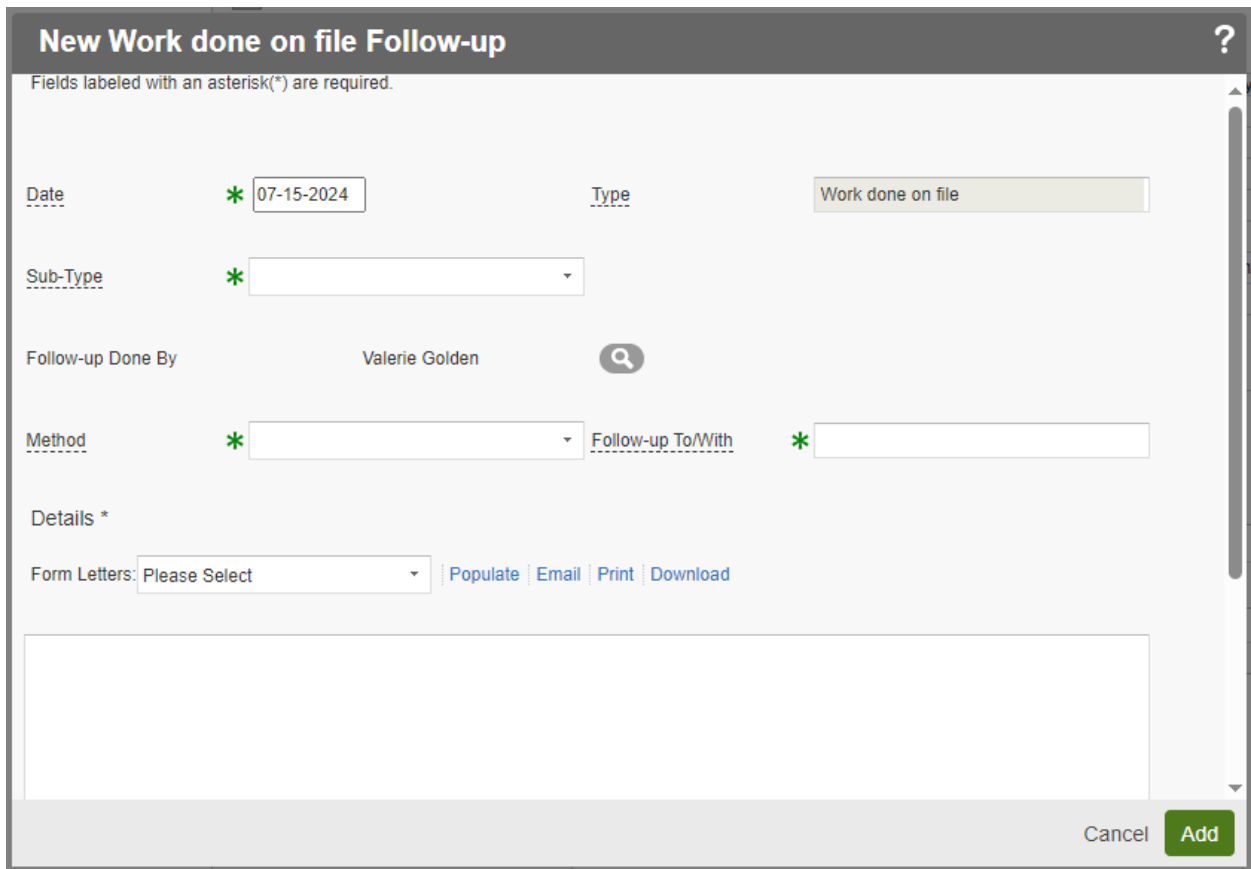
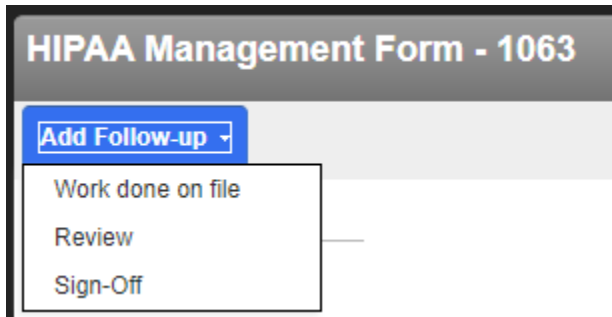


The image shows the OU login page with a red border. At the top is the OU logo. Below it is the text "One account. One university." and "Sign in to RL Datix TEST using your OU Email or OUNetID." There are two input fields: "OU Email or OUNetID" and "Password". Below the fields is a blue "Sign In" button. At the bottom, there are links for "Forgot password?" and "Forgot OUNetID?". At the very bottom, there is a link for "New to OU? Setup your OU account." and a footer with "Having trouble signing in? Let us help! needhelp.ou.edu".

## Adding a Follow-up to an Event

Add a Follow-up to indicate any actions taken during the investigation.

- After opening the file, click the blue Add Follow-up button at the top left and select the type of follow up **Note:** Please see the full Application Orientation Participant Guide for a description of each type. Fields will differ based on follow-up selected.
- In the pop-up window, fill in as much detail as required to describe the follow-up.
- Click **Add**.
- Your Follow-up will be added to the Follow-up Actions section of the form.



The image shows a screenshot of the 'New Work done on file Follow-up' form. The form has a dark header with the title and a question mark icon. Below the header, there is a note: 'Fields labeled with an asterisk(\*) are required.' The form contains several fields:

- Date** (required): 07-15-2024
- Type**: Work done on file
- Sub-Type** (required): [Empty dropdown]
- Follow-up Done By**: Valerie Golden (with a search icon)
- Method** (required): [Empty dropdown]
- Follow-up To/With** (required): [Empty text field]

Below these fields is a section labeled 'Details \*' with a 'Form Letters' dropdown set to 'Please Select' and links for 'Populate', 'Email', 'Print', and 'Download'. At the bottom right, there are 'Cancel' and 'Add' buttons.

### New Work done on file Follow-up ?

Method \*  Follow-up To/With \*

Details \*

Form Letters:  [Populate](#) [Email](#) [Print](#) [Download](#)

Attachments

**Attachment** [Open](#) [Add](#) [Edit](#) [Remove](#)

FileName	Category	Description
Not Specified		

Cancel Add

### Follow-Up Actions

Follow-Up Actions [Edit](#) [Delete](#)

<input type="checkbox"/>	Date	Type	Sub-Type	Follow-Up Done By Name
<input type="checkbox"/>	07-15-2024	Work done on file	Follow-Up	RLDatix Inc.
<input type="checkbox"/>	07-15-2024	Work done on file	Corrective Action	RLDatix Inc.
<input type="checkbox"/>	07-15-2024	Work done on file	Review for Closure	RLDatix Inc.
<input type="checkbox"/>	07-15-2024	Work done on file	File Complete	RLDatix Inc.

## Requesting Review for Closure on a File

When all follow-ups, tasks, and review are complete, you are ready to sign-off on the file. To sign off, follow the same steps you took to add a follow-up to the event, choosing Sign-Off as the Follow-up type.

For managers who do not have the role access to Close a file, signing-off moves the file from their In-Progress folder to the My-Signed Off folder.

The file is then routed to a manager who has Close access.

**New Work done on file Follow-up**

Fields labeled with an asterisk(\*) are required.

Date \* 07-15-2024

Sub-Type \* [dropdown menu]

Follow-up Done By

Method \* [dropdown menu]

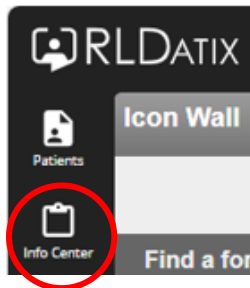
Details \*

Form Letters: Please Select [dropdown menu]

Review for Closure

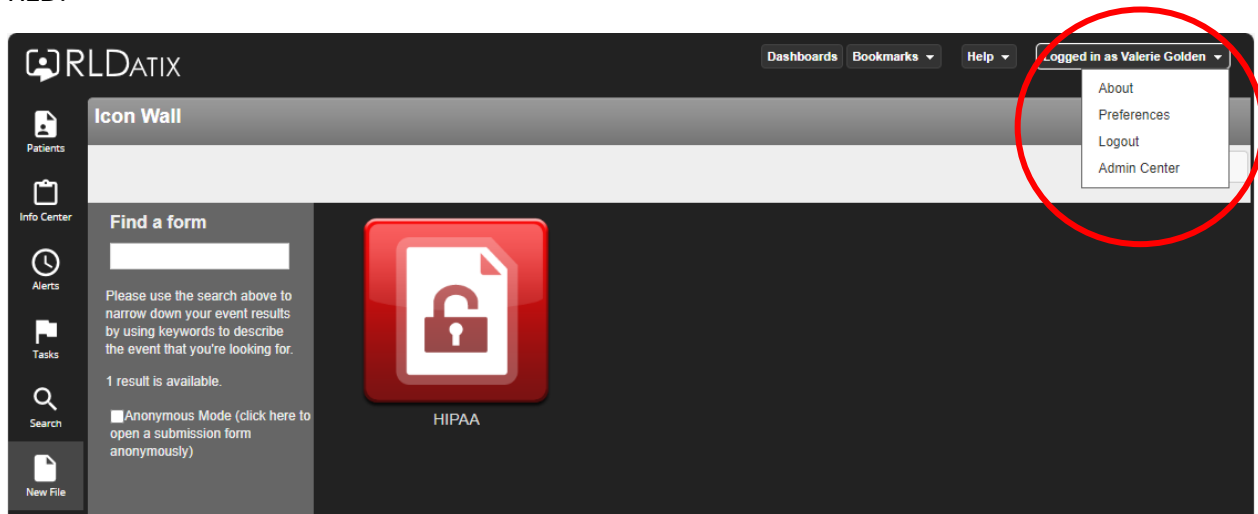
## Returning to the Info Center

Click the Info Center icon in the left navigation pane



## Logging out of RLD

Click on the dropdown menu next to Logged in as <your name> and select Logout to correctly exit RLD.



Note: Closing the window using X in the upper right corner of your screen **will lock an open file**, preventing other users from updating the file for a period. **Always use the Logout option noted above to exit the application.**

