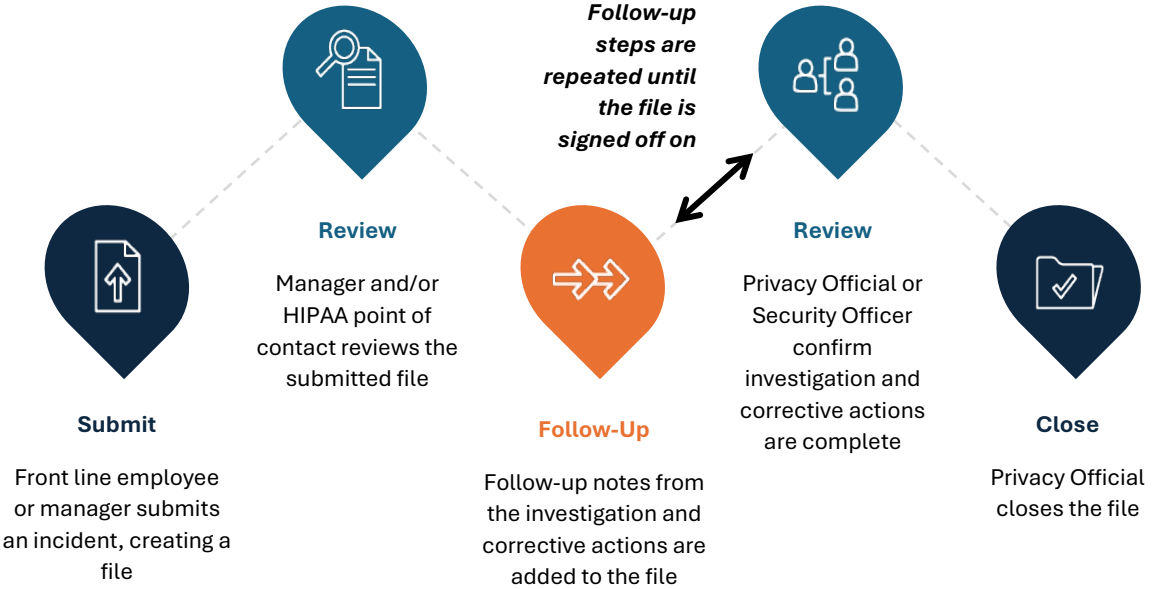# RLDatix Manager Training

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.

Follow-up steps are repeated until the file is signed off on

Review

Manager and/or HIPAA point of contact reviews the submitted file

Submit

Front line employee or manager submits an incident, creating a file

Follow-Up

Follow-up notes from the investigation and corrective actions are added to the file

Review

Privacy Official or Security Officer confirm investigation and corrective actions are complete

Close

Privacy Official closes the file

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. 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.
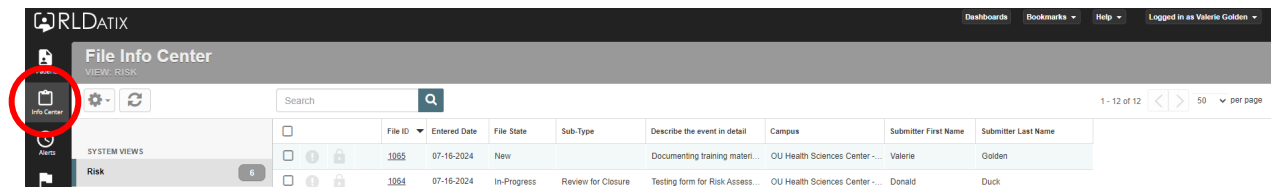
Accessing a File in RLD

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 Access through Alert Notification Email

1. Open alert notification email in your inbox.
2. Click the **File ID** in the email.
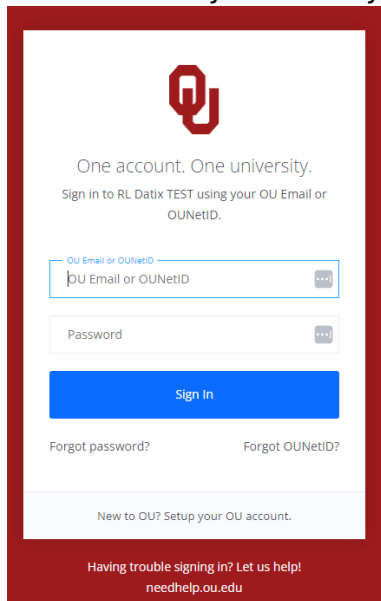
This will direct you to the system log in page where you can manage the event.
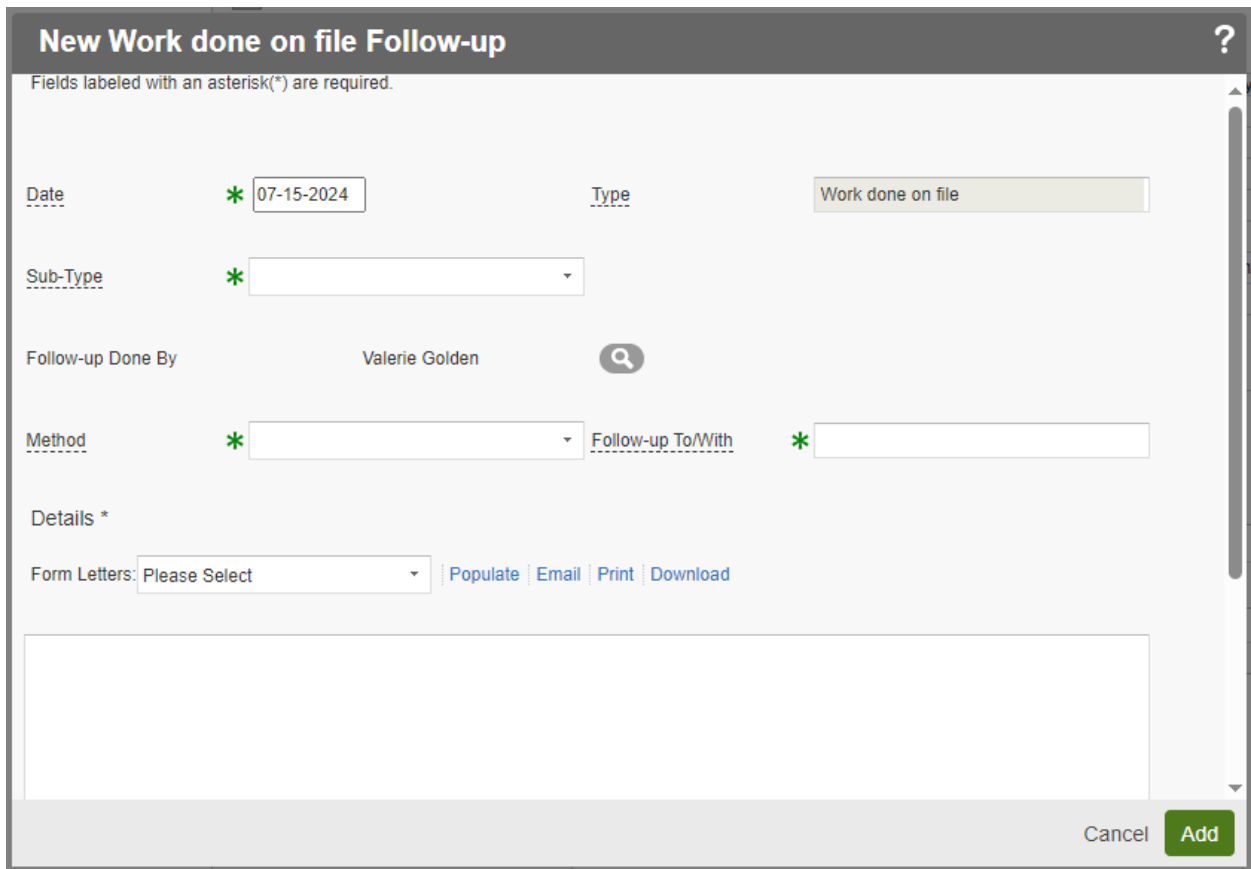
Adding a Follow-up to an Event

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

a. 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.

b. In the pop-up window, fill in as much detail as required to describe the follow-up.

c. Click **Add.**

d. Your Follow-up will be added to the Follow-up Actions section of the form.

New Work done on file Follow-up

Method   * [▼]   Follow-up To/With   * [   ]

Details *

Form Letters: [Please Select   ▼]   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

	Date	Type	Sub-Type	Follow-Up Done By Name
☐	07-15-2024	Work done on file	Follow-Up	RLDatix Inc.
☐	07-15-2024	Work done on file	Corrective Action	RLDatix Inc.
☐	07-15-2024	Work done on file	Review for Closure	RLDatix Inc.
☐	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.

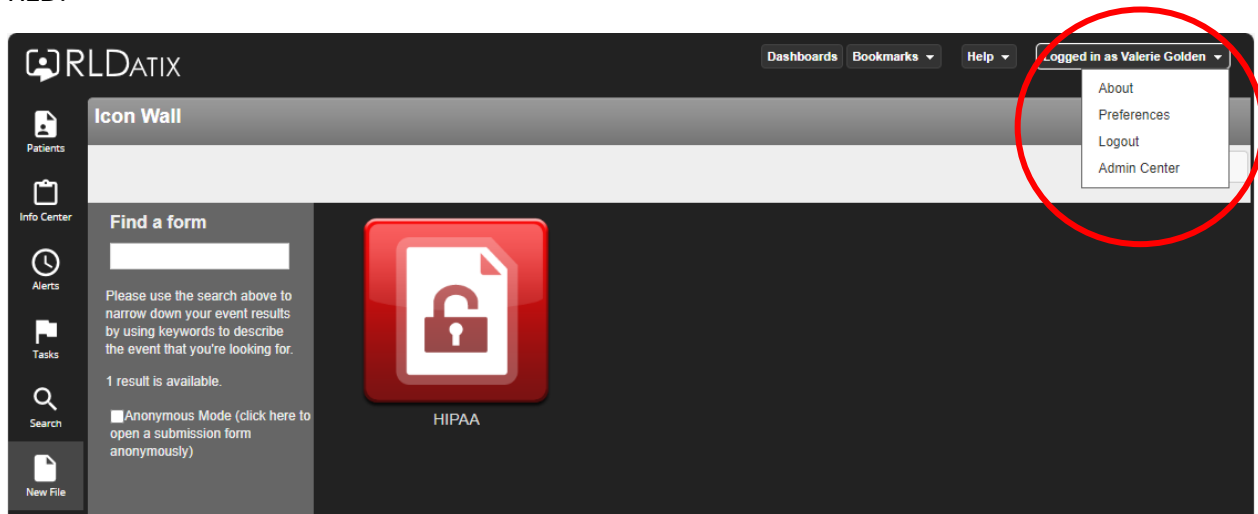The file is then routed to a manager who has Close access.

Returning to the Info Center

Click the Info Center icon in the left navigation pane
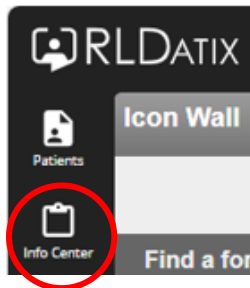
Logging out of RLD

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.**