

RLDatix Submitter Training

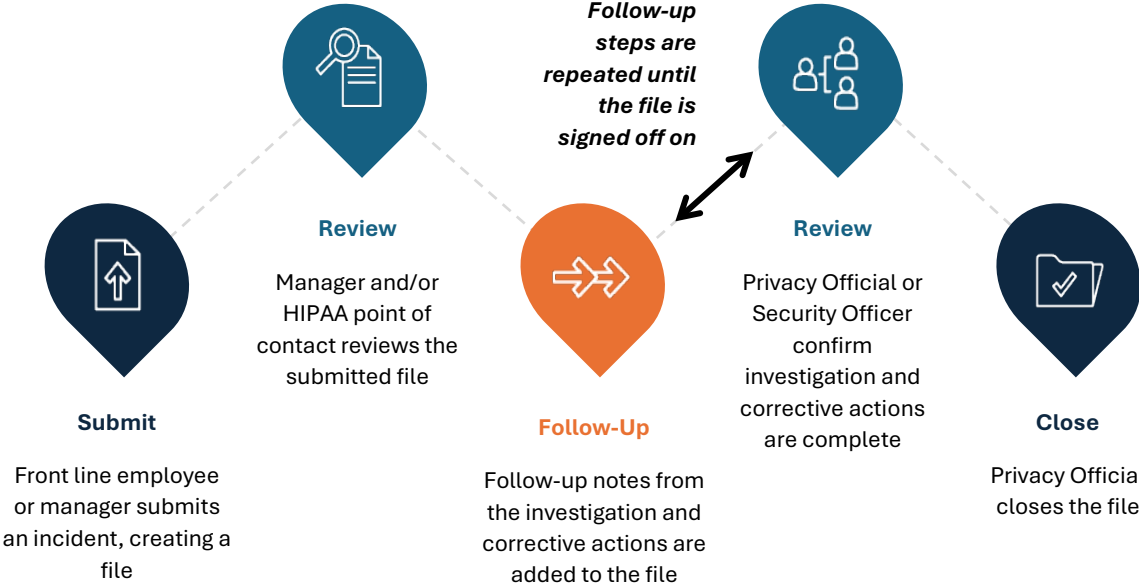
How to submit a HIPAA complaint/incident

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, and closed.



Minimum Necessary Rule

When submitting a new file please only include the minimum amount of Protected Health Information (PHI) necessary to conduct the HIPAA investigation. If more PHI is needed your manager or the HIPAA Compliance office will contact you.

Example

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

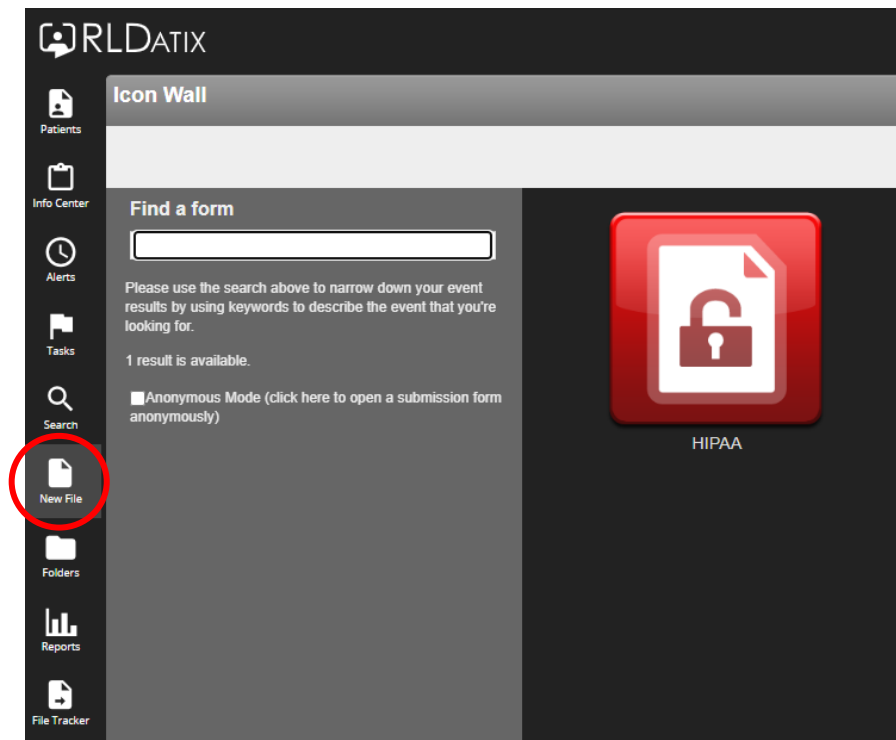
Correct way to submit the file details in RLD:

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.

Submitting a File in RLD

The submission form is available on the Icon Wall which is accessed through the New File icon on the left navigation pane.

1. Click **New File** – This will take you to the Icon Wall
2. Click the HIPAA icon to access the submission form



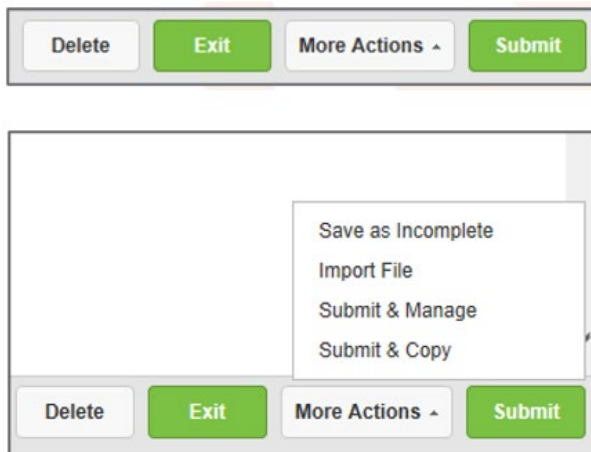
3. Fill in the form:
 - a. At a minimum, complete all the required fields marked with green asterisks
 - b. Click section headings from the **Table of Contents** widget to navigate to different parts of the form or use the scroll bar to view additional fields on the form
 - c. Refer to the File Status bars to see how many fields have been completed and how many are remaining

4. Submit the File:
 - a. Once mandatory fields have been filled, click **Submit** at the bottom of the screen

- b. A new window will appear with the file number
 - c. Click **OK**

More Actions:

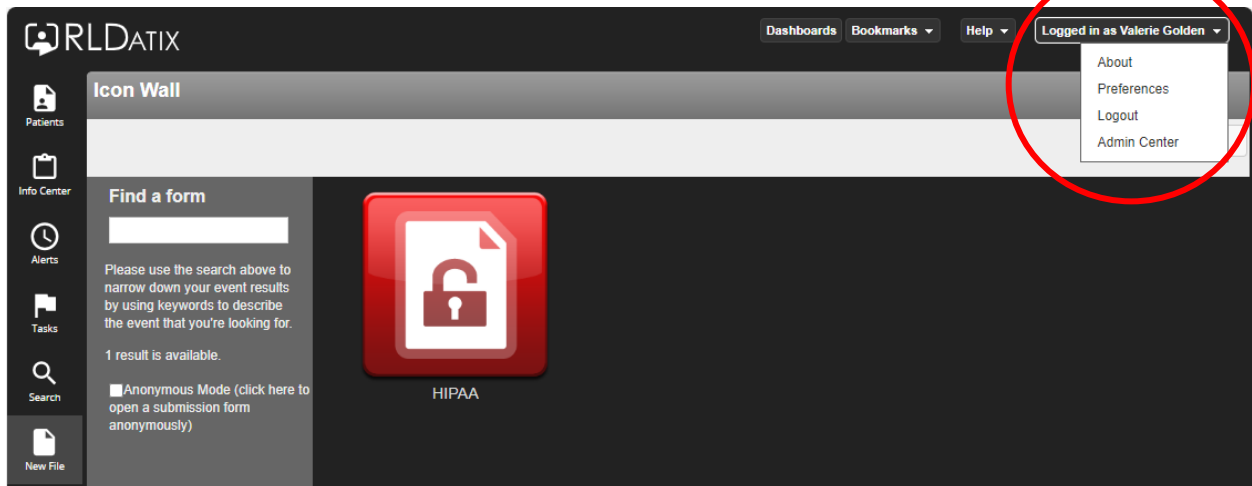
In addition to submitting your form, you can click **More Actions** and Save as Incomplete to come back to the file when you have more information



Upon successfully submitting the file the HIPAA point of contact for your clinic or department and the HIPAA Compliance team will receive an email alert that the new file has been created.

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.**

