

ISO/TR 18638:2017-06 (E)

Health informatics - Guidance on health information privacy education in healthcare organizations

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Abbreviations	7
5	Understanding information privacy in healthcare	7
5.1	General concept	7
5.2	Information privacy in healthcare	8
5.2.1	Personal health information and privacy	8
5.2.2	Patient's rights on personal health information privacy	8
5.3	Privacy concerns	9
5.4	Organization's privacy protection program	9
5.4.1	Policies and practices to protect health information	9
5.4.2	Roles of workforce in protecting information privacy	10
5.4.3	Workforce education in protecting health information privacy	11
5.4.4	Patient's education in protecting information privacy	11
6	Information privacy education in healthcare	11
6.1	General concepts	11
6.2	Target audience of the privacy education	12
6.3	Competencies, educational objectives and content	12
7	Examples of content modules	16
7.1	General	16
7.2	Introduction to information privacy, confidentiality and security in healthcare	16
7.3	International guidelines and principles for information privacy protection	16
7.4	National legislation, regulation and policies for information privacy protection	16
7.5	Patient's rights on personal health information	17
7.6	Administrative policies for privacy protection	17
7.7	Technical and physical safeguards for protecting healthcare information privacy	18
8	Instructional methods, delivery mechanisms and evaluation	19
8.1	Instructors	19
8.2	Instructional methods and delivery mechanisms	19
8.3	Delivering training	19
8.3.1	Orientation and on-boarding training	19
8.3.2	Continuing education	20
8.3.3	Education of patients	20
8.4	Evaluation methods	20
Annex A (informative)	ISO/TC215 Health informatics: List of standards on privacy protection	21
Annex B (informative)	Setting learning objectives (example) (Source: Triage Training Group, HIPAA training playbook)	22

Annex C (informative) Level of Learning Objectives by Audience (Provided by South Korea)	24
Annex D (informative) Educational methods (examples)	26
Annex E (informative) Questions for quiz for privacy education (example) (Provided by South Korea)	27
Bibliography	32