VNS Health

Compliance Education

HIPAA Tip Sheet: Lost or Stolen Electronic Devices

A lost or stolen electronic device poses a significant security risk to VNS Health and may result in a HIPAA breach. Every effort should be made to prevent the loss/theft of VNS Health issued devices. In the event that loss/theft occurs, it is important that you report the incident immediately.

Be prepared to provide information on the details of the incident (who, what, where, how and why) and whether passwords were compromised, or PHI is at risk. Your cooperation in our investigation is important!

Mitigate risk in the event that devices are lost or stolen:
- Lock your devices when not in use
- Never attach passwords or any PHI to your devices
- Never save your passwords or any PHI on your desktop
- Keep devices charged – IT Service contact information is displayed on the lock screen

Prevent lost or stolen devices:
- Keep all devices secured in a zippered bag when not in use
- Don't use your devices on public transportation or while in transit, if possible
- Check for all devices before leaving one location and traveling to the next
- Be vigilant and focused when using devices in the field

Report any missing VNS Health electronic devices <u>immediately</u> to the following:
- Your manager
- The IT Service Desk
  - Call 212-290-3555 **OR**
  - Use the IT Self-Service Portal on the intranet and select *Report an Issue*
- The Compliance Department's HIPAA Privacy Team (email HIPAA@vnshealth.org)

Complete the following forms/reports:
- A police report
  - You may file a police report online in the state of NY at https://nypdonline.org/link/1017
  - Please provide the report to the HIPAA Privacy Team (email HIPAA@vnshealth.org)
- A Lost & Found report with the appropriate agency/facility (e.g. MTA, a specific airline, etc.), if applicable
- A Safety & Security Incident Reporting Form, if the device was stolen

Reminder: It is important that you respond to all emails requesting information, as soon as possible.

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For routine HIPAA questions, please contact the HIPAA and Privacy Team at their email: HIPAA@vnshealth.org
Report potential violations via web at www.vnshealth.ethicspoint.com or
via **VNS Health Compliance Hotline** at **1-888-634-1558**