SECTION 6: OTHER PRIVACY POLICIES AND PROCEDURES

6.1. Volunteers

POLICY

1. UF recognizes the service and value that Volunteers provide. The information provided below supports this mission and UF’s commitment to safeguarding protected health information (PHI) so that PHI is only accessed, viewed, or shared by authorized individuals in accordance with UF’s policies and federal and state regulation.

2. This policy provides only a baseline of requirements. Additional requirements by the UF College of Medicine Volunteer Office or other similar volunteer offices also apply.

3. Any person who is permitted to enter patient care areas at UF Health who is not formally associated with UF must be accounted for by a formal registration process. Volunteers who are approved through the applicable UF office are not considered “Patient Care Observers” while they are providing their services as Volunteers.

Application and Scope:

1. Any person, invited or otherwise authorized to enter patient-care areas or to view patient care in any UF location, whether directly or remotely, who is not formally associated with the UF Health Science Center (HSC) or one of UF’s healthcare components, must be accounted for by a formal registration process in the appropriate college, location, or system.

2. The UF Privacy Office will monitor UF volunteers’ roles in regard to their potential and planned exposure to and uses of protected health information (PHI) and other restricted data. The Privacy Office is primarily concerned with appropriate supervision of volunteers whenever they may have opportunity to view, hear, or handle PHI, or come in contact with patients, whether directly or indirectly.

3. This policy is primarily directed towards Volunteers within the UF Health Science Center (HSC) or patient care areas. Visiting and volunteering health care professionals and visiting students (including UF students enrolled in non-HSC programs).

4. This policy does not include:
   a. Patients, or family members or friends accompanying or visiting patients,
   b. Any student enrolled in a UF program that requires “clinic hours” or training in a UF health care area (i.e., UF Fellows, Residents, Interns, students on formal clinical rotations),
   c. High School Students enrolled in official UF- and/or HSC-sponsored programs,
   d. Medical students enrolled in the Medical Student Research Program (MSRP),
   e. Vendors and Trade Reps registered in the UF Health Shands RepTrax System,
   f. Site Monitors for IRB-approved clinical trials.

DEFINITIONS

1. Visiting: for the purposes of this policy and procedure, means to temporarily spend time, for the express purpose of gaining insight, knowledge, and experience, in a location that is not within the visitor’s normal
scope of access or opportunity. The visitor is a guest, and not officially associated with the location by employment, enrollment, contract, or any other formal written agreement.

2. **Volunteering:** means providing, of an individual's own free will, limited services that are within the scope of the individual’s expertise, without receiving monetary or material compensation for the services performed. Volunteers are not authorized to provide any direct patient care.

3. **Workforce:** UF faculty, staff, students, volunteers, and any other persons under the direct control of UF, whether temporary or permanent, paid or not paid; also including, but not limited to, visiting and associate clinicians, faculty, students, and other persons performing services for UF.

**General Requirements**

1. Privacy-related Volunteer Requirements:
   a. Complete HIPAA training prior to volunteering and annually thereafter (if still a Volunteer),
   b. Sign a Health Confidentiality Statement,
   c. Obtain required vaccinations or immunizations,
   d. Have a current flu shot or wear a mask per UF Health Policy,
   e. Adhere to COM Volunteer Office requirements.

2. Minors:
   a. Volunteers under 18 years of age who are not enrolled in official UF- and/or HSC-sponsored programs are prohibited from volunteering in direct-patient-care areas where protection of the patient’s privacy is generally expected.
   b. Minors interested in volunteering in these areas should speak to their school advisors/guidance counselors about available programs or apply to volunteer through UF Health Shands Volunteer Services.

3. Sponsors for Volunteering:
   a. All arrangements for sponsorship must be made by the individual. UF does not provide any sponsor-matching services for individuals wishing to shadow a health care professional or to volunteer.
   b. Faculty and staff who sponsor Volunteers assume full responsibility for their supervision and agree to ensure that they comply with all policies and procedures of the University of Florida (and UF Health Shands, if applicable) and all applicable state and federal laws while engaged in activities at UF.

4. Privacy Policies for Volunteers:
   a. Health Care Volunteers:
      i. Register through Human Resources Services in the UF HSC college where the volunteer will be working or where the volunteer’s sponsor is employed.
      ii. Volunteer activities that involve access to PHI (active or passive) must be approved by the UF Privacy Office.
      iii. Volunteers follow the same privacy training requirements as HSC employees.
   b. Professional clinicians, therapists, and researchers who want to practice within their specialty as a volunteer must be appropriately licensed, credentialed, and fully registered with the sponsoring department.
c. Volunteers are not authorized to provide any direct patient care.

d. Students and other individuals who are not already trained in a healthcare or allied health profession and/or do not hold an appropriate license may volunteer to work in specific UF outpatient clinical care areas; they should apply through the UF Health Shands Volunteer Office. Individuals may also apply through the UF Student Health Care Center to volunteer to work in that facility.

e. Students, research scholars, and clinical professionals, both national and foreign, who are already formally affiliated with UF, and who want to volunteer should apply as follows:
   - College of Medicine: Contact the COM Dean’s Office - Administrative Services;
   - College of Dentistry: Contact the COD Clinic Administration Office;
   - Colleges of Nursing, Public Health and Health Professions, Pharmacy, or Veterinary Medicine: Contact the Human Resource Office in those colleges;
   - Student Health Care Center: Contact the SHCC Administration Office.
   - If needed for the performance of the duties assigned to them, Volunteers may have limited direct access to restricted data, including PHI, with written approval from the UF Privacy Office.

f. The need for such access must be clearly defined in the volunteer's application. Such access would only occur during authorized activities such as, for example, using paper-based health records or departmental databases for research or clerical duties.

g. Volunteers are generally not eligible for EPIC electronic health record access.

**UNIVERSAL PRIVACY REQUIREMENTS**

1. Safeguards: A covered entity must have in place appropriate administrative, technical, and physical safeguards to protect the privacy of PHI.

2. Minimum necessary uses of PHI: A covered entity must identify those persons or classes of persons, as appropriate, in its workforce who need access to PHI to carry out their duties; and for each such person or class of persons, the category or categories of PHI to which access is needed and any conditions appropriate to such access. A covered entity must make reasonable efforts to limit the access of such persons or classes to PHI consistent with the established need.

3. Workforce Security: A covered entity or business associate must implement policies and procedures to ensure that all members of its workforce have appropriate access to electronic PHI... and to prevent those workforce members who do not have access... from obtaining access to electronic PHI.

4. Authorization and/or supervision: Implement procedures for the authorization and/or supervision of workforce members who work with electronic PHI or in locations where it might be accessed.

5. Workforce clearance procedure: Implement procedures to determine that the access of a workforce member to electronic PHI is appropriate.

**PROCEDURES**

1. Sponsors:
   a. Complete a Request to Volunteer or Access Restricted Data Form.
   b. Complete any other volunteer paperwork required by a UF college or volunteer office.
   c. Submit the completed form and all attachments to the appropriate office as indicated at the bottom of the form or by your college.
2. Volunteers:
   a. Volunteer forms are available through UF’s Human Resources Services and through the college where the volunteer proposes to work.
   b. Volunteers are responsible for providing all necessary personal documents and making all arrangements for proposed activities with the assistance of the sponsoring department.
   c. Complete UF’s training requirements:
      i. Complete one privacy training tutorial in the myTraining system (i.e., HIPAA & Privacy – General Awareness, HIPAA & Privacy – Research (for volunteers involved in human research projects), or HIPAA for Volunteers).
      ii. “Sign” the UF Health Confidentiality Statement.

REFERENCES
1. HIPAA: 45 CFR §164.308 Administrative Safeguards; 45 CFR §164.501 Definitions; §164.514(d) Minimum Necessary Requirements; §164.530 Administrative Requirements, (b) Training, (c) Safeguards
2. UF Policies: Information Technology: Acceptable Use Policy; Human Resources: Workplace Issues: Outside Employment Policy; Overview: UF DDD Memorandum 02/07/01: Outside Activities, Financial Interests and Conflict of Interest

EXHIBITS
1. UF Privacy Office Request to Observe Patient Care Form available at, http://privacy.ufl.edu/uf-health-privacy/policies-procedures/forms/
2. UF Privacy Office Volunteers webpage here, http://privacy.ufl.edu/uf-health-privacy/shadowing-volunteering/