

## **HIPAA Scenario #1**

An out of state practice calls to get records for a patient you know has moved.

How do you handle this with both the patient and the requesting practice?

## **HIPAA Scenario #2**

An parent calls to discuss the balance of their 18 year old child.  
How do you proceed?

## **HIPAA Scenario #3**

Your practice receives a negative online review from a patient. The review does not reflect what really happened.

How do you respond?

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## **HIPAA Scenario #4**

Older patient is currently in the hospital and nursing staff has thrown away dentures. An adult child of your patient's comes into your office requesting records of those dentures to file a claim with insurance for a new set. The adult child is not listed as authorized for your practice to provide information to. How would you proceed?

## **HIPAA Scenario #5**

Your patient backs into a car in your parking lot and drives off. The car your patient hit and ran belongs to an employee of one of your neighbors. The employee demands that a copy of your video surveillance be provided to her immediately so she may go after her. How do you proceed?

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## **HIPAA Scenario #6**

Your teenage patient was involved in a gang war and the body is relatively unidentifiable. The coroner contacts you to provide the last known dental X-rays to identify the victim. Is this covered under HIPAA? How do you proceed?

## HIPAA Scenario #7

Child patient is brought into practice by mom, who also signed the financial agreement. Dad is responsible for dental insurance. Step mom called your practice to find out what the claim was on their insurance. How do you handle divorced parents?

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## HIPAA Scenario #8

You get contacted by your credit monitoring company, who informs you that your information is available for sale on the dark web, and it looks like the information came from one of the vendors you use in your dental practice. This vendor uses patient information from your practice management system to provide their service. When contacted, the vendor claims that they had "a little incident, but it wasn't a financial or HIPAA data breach, the only information affected were the patient's name, birthdate, social security number, home address, email address, last payment method on file and the date/time of their next appointment". Is this a data breach? How do you proceed?

## **HIPAA Scenario #9**

You want to outsource some of your front desk admin duties to an outside company. The one you really want to work with has remote workers outside of the US. Can you use them and still be HIPAA Compliant? How?

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## **HIPAA Scenario #10**

You just purchased your very own practice, but notice some financial discrepancies and ask your office manager about them. She says not to worry. Later that night the alarm is triggered and the cops find your office has been rifled through and a handful of paper records and a laptop were stolen. Upon further investigation, your office manager staged the break in and stole the charts to hide evidence of years of embezzlement. Is this a reportable data breach? How would you proceed?