



CRStar by Health Catalyst

PHI Policy

The CRStar by Health Catalyst support staff frequently works with clients assisting with routine support issues that occasionally require the CRStar representative to see screen shots of abstracts, reports, or to know the identity of a particular case to identify possible software related issues. The confidentiality of these records is of utmost importance. CRStar by Health Catalyst has strict internal policies in dealing with PHI and we ask that our clients adhere to the guidelines listed below to assure that we comply and do not breach patient confidentiality.

1. All data exported via Internet or e-mailed containing patient identifiers must be encrypted.
2. In the event hard copies containing patient identifiers are received by any CRStar Support Team member, they will immediately be shredded.
3. Faxes containing PHI must be redacted prior to transmission. Any faxed information not redacted will be shredded.
4. Please do not email or leave a voice mail for the CRStar representative that contains any PHI data.
5. Please do not enter PHI in the "Issue" when submitting a support request through the Client Portal. If this is done, the CRStar representative that picks up the support call will delete the PHI from the ticket. This information can be obtained by the CRStar representative via phone.
6. Do not send attachments via the Client Portal containing screen shots or reports with patient information. In the event this happens, the CRStar representative shall overwrite the file by uploading a generic PDF document with the company logo. If the screen shot is in a Word document, it is acceptable to draw or insert a shape over the PHI so that it is not visible. Shading certain text black is also acceptable.
7. Accession number should be used as a patient identifier. It is acceptable to include such information as site, sequence, and hospital code.
8. Information that is not acceptable to include are: Name, Address, Social Security Number, Phone Number, Date of Birth and Medical Record Number. If such information is required by an CRStar Support Team member, a phone call to the client, a Zoom session or an encrypted attachment is acceptable.
9. It is the responsibility of the Cancer Registry Manager/Supervisor to share this information with all new employees and or contract employees.
10. This policy does not replace any BAA agreement between CRStar / Health Catalyst and the facility.

We appreciate your cooperation with this policy to keep your data safe!