

**Law** - a body of rules for individuals and organizations which outlines the minimal standard.

**Ethical behavior** - an action that is the “right thing to do” and not simply required by law.

**Code of Ethics** - a standard for operations so that all know the expectations and negative consequences for not abiding by the rules

**Decision Making** - a process of choosing the best alternative to achieve individual and organizational objectives.

**Healthcare Fraud** - an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself/herself or some other person.

**Healthcare Neglect** - failure of a healthcare worker to perform a duty or provide appropriate attention or care.

**HIPAA** -- an acronym that stands for the Health Insurance Portability and Accountability Act which became a law in 1996.

**Privacy Rule** – Sets standards for health information given and used about patients. It allows patients the right to examine their health records, receive a copy, and request corrections.

**HIPAA Compliance** -- healthcare providers who have access to protected health information and/or electronically transmit any of your health information need to have systems in place to protect their customers’ or patients’ privacy and personal health information.

**PHI** – stands for Protected Health Information which is information that is individually identifiable health information. Some examples are: phone number, social security number and telephone number.

**Patient Rights:** The moral and legal rules of conduct a patient can expect.

**Informed Consent:** The process of understanding the purpose, risks, and benefits of a treatment before agreeing to it.

**Voluntary Consent:** Consent given without force, manipulation, or intimidation.

**Competence:** The rational ability to make a decision.

**Privacy:** The right of individuals to keep information about themselves from being disclosed (e.g., physical modesty).

**Confidentiality:** How private information is treated once it has been shared with healthcare providers (e.g., medical records)

**Netiquette:** A set of rules for behaving and communicating properly online.

**Therapeutic Relationship:** A relationship allowing professionals to apply their skills to meet a patient's needs.