



**San Francisco
Department of Public Health**

DHRPSC0006118 : Patient Privacy Monitoring System

Department Project Manager: Garrett Chatfield, Chief Integrity Officer

DPH Division – Section: Central Admin – Office of Compliance and Privacy Affairs

Civil Service Commission

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PSC REQUEST OVERVIEW: PATIENT PRIVACY MONITORING SYSTEM

- **Scope of Services:**

- Privacy monitoring software will integrate with existing electronic health record (EHR) to assist current civil service staff to conduct privacy audit reviews and monitor for appropriate access to records.
- Vendor will provide implementation services to configure and set up their software to work with DPH's EHR. The vendor staff will work in partnership with the DPH's civil service IT staff.
- Vendor will provide technical support and ongoing maintenance and updates for their software.

- **Need of Services:**

- Federal Regulations (HIPAA) require DPH to implement methods to ensure that activity in its EHR is compliant with those regulations.
- Software provides automated mechanisms to look for abnormal access patterns to allow current civil service staff to perform targeted and more relevant reviews.

- **Service Delivery Locations:** Software

- **Service Delivery Timeline:** Starting July 1, 2026 for 60 Months

- **Clients to be Served:** All San Francisco Department of Public Health Patients

WHY THIS PSC SUPPORTS DPH'S MISSION

- **Background and Service History:**

- These are new services.
- For implementation, the contractor will provide start up services for their solution, civil service IT staff will work closely with the contractor to set up the system.
- Once the solution is implemented, the contractor will train civil service staff who will be responsible for the long-term ownership of the system. The vendor will continue to provide technical support.

- **Why Contracting is the Right Tool for This Need:**

- DPH's EHR contains over 100,000 unique patient records each year with hundreds of patient encounters completed each day. DPH's privacy office reviews who and how these records are accessed to ensure compliance with patient privacy laws.
- This software provides continuous around-the-clock monitoring to provide prioritized recommendations around security events needing human review.
- This allows the civil service team members within DPH's privacy team to focus on those most important cases.

WHY THIS PSC SUPPORTS DPH'S MISSION

- **How This Supports DPH Programs:**

- This will support DPH's ability to detect, investigate, and mitigate unauthorized access to patient data in compliance with HIPAA and other applicable privacy regulations.
- This system will support DPH's mission to protect patient confidentiality and promote equitable, trustworthy healthcare services.

- **PSC Amount:** \$1,100,000

- **PSC Duration:** 60 Months



THANK YOU

