

Mother Theresa's Home Health Care

POLICIES AND STANDARD PROCEDURES

SUBJECT: CONFIDENTIALITY OF CLIENT/FAMILY INFORMATION

POLICY: It is the policy of the Home Health Agency to safeguard confidential client/family information. This is true regardless of whether information is obtained through authorized process to the client record or through day to day activities of service delivery or service support.

PURPOSE: To prevent inappropriate and/or unauthorized disclosure of the client record or any other client related information.

PROCEDURE:

1. All client records will be labeled with client's name.
2. These records need to be maintained, secured and will be used only for the purpose intended by those authorized to utilize them.
3. No full time or part time employee, contractor medical, nursing, or health related student will have access to confidential information without having received education and training in applicable policies and procedures regarding confidentiality of client/family information. Such training and education shall be provided during an employee's initial orientation.
4. Disclosure of confidentiality client/family information to third party payers, government agencies and other external agencies not involved in the client's care, is done only with permission from the Management.
5. Those employees who do not have access to the client record, but who may acquire client/family related information in the normal course of carrying out their job responsibilities , such as; responding to telephone calls and escorting field staff to client's home, are obliged to safeguard this information regardless of its source.
6. Original Client Records should be removed from the office; copies of authorized information necessary for field staff to perform their duties should be made.
7. The Home Care Agency management staff is committed to ongoing monitoring compliance with this and all related policies.