

5.0 POLICIES

Confidentiality Policy

OVERVIEW

Section	Administration
Area	Governance
Title	Confidentiality

POLICY STATEMENT

Circle of Care will ensure the right of clients to have all personal health information kept confidential in accordance with the Long Term Care Act, 1994, Substitute Decisions Act, 1992, Health Care Consent Act, 1996 and Personal Health Information Protection Act (PHIPA), 2004. The confidentiality of client information applies to all third parties, including family and/or caregivers.

Circle of Care will ensure the right of Community Care Access Centers and other organizations purchasing service from Circle of Care to have all information kept confidential that is acquired from their employees, agents, or contractors in the course of carrying out the services as contracted.

All Circle of Care employees, volunteers, and students are obligated to protect the confidentiality and integrity of any personal or personal health information to which they have access.

Failure to comply with these confidentiality requirements may lead to disciplinary action up to, and including termination of employment or contract.

POLICY

SCOPE

All Employees, Volunteers and Students

DEFINITIONS

Confidentiality Agreement: is an agreement between at least two persons that outlines confidential material, knowledge, or information that the parties wish to share with one another for certain purposes. Confidentiality agreements define exactly what information can and cannot be disclosed.

PROCEDURES

All employees, volunteers, and students of Circle of Care:

- ▶ Will be educated on Privacy laws and the need for confidentiality
- ▶ Will be aware of the Privacy Officer and how to contact them should this be required

- ▶ Shall sign a Confidentiality Agreement
- ▶ Shall not communicate information obtained from or about a client or from a CCAC or other purchaser of service to a third party without consent or permission, except where disclosure is essential to the prevention of physical injury to the client or other party or where the law requires such release. In such an event, the affected client or organization shall be advised of Circle of Care’s obligation to disclose the information
- ▶ Shall address any questions or issues relating to this confidentiality requirement to their supervisor
- ▶ Shall obtain consent from clients about the collection, use and disclosure of personal health information as required under the law
- ▶ Shall document each consent for release of information obtained from clients, detailing how and when consent was obtained, what information may be released, to whom, and the period of time for which the consent to disclosure is valid. Where consent is obtained for the release of written information, such consent must be obtained in writing using the Release of Information Form
- ▶ Shall document client directed restrictions or limitations of sharing personal health information
- ▶ Shall maintain files and records pertaining to clients of Circle of Care in a secure manner
- ▶ Shall inform the Privacy officer for any violation of the confidentiality policy including unauthorized collection, use, disclosure, or disposal of personal health information.

COMPLIANCE	100% of employees/volunteers must comply with this policy.	
RELATED POLICIES	Not Applicable	
RESOURCES	Not Applicable	
REVISION LOG	Not Applicable	
Last Revision Approved By: VP, Human Resources:	Review Period: 2 Years	Review Responsibility: Manager, Human Resources