CONFIDENTIALITY OF INFORMATION

POLICY

High Peaks Hospice (HPH) will treat all information concerning patient care or service confidentially.

PROCEDURE

1. Confidentiality of patient information includes the protection of patient information, whether in the billing or clinical record, the removal of patient-identifying information from reports, memos, data collection forms, and the like, and the avoidance of patient discussions in a public area.

2. Verbal Communication:
   A. Any discussion involving a patient’s care will be conducted only in the performance of professional duties and only with authorized individuals. Such discussions will be conducted discreetly in a surrounding that ensures that unauthorized individuals will not overhear the discussion.
   B. Discussion of the patient’s care with an individual other than those authorized will be conducted only with the patient’s permission or that of his/her designated representative.

3. Records may be removed from the jurisdiction of HPH only in accordance with a court order, subpoena, or by law or regulation.

4. Records are not placed in unattended areas accessible to unauthorized individuals. Confidentiality is maintained after normal business hours and when non-staff members have access to office space.

5. Confidentiality is discussed with staff during initial orientation. Each staff member is asked to sign a statement of confidentiality. Staff members are informed of their accountability for the protection of records in their possession. This form is maintained in the personnel file.

Other related policies: Clinical Records (CP207), Confidentiality of HIV Related Information (CP211), HIPAA Privacy Policies (PRI100-117)

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