



Policy Title	Confidentiality
<p>Purpose of the Policy</p>	<p>In line with the Mission and Values of Calvary Health Care Tasmania, confidentiality and privacy are an integral right of our patients. As there is a likelihood of staff, work experience students, authorised visitors and consultants knowing patients, every effort is required to protect patient's privacy and to ensure that their hospitalisation remains confidential.</p>
<p>Policy</p>	<p>It will be necessary for health care providers, pastoral care staff and authorised students to discuss patients with others directly involved in their care. However, those not directly involved in the care of the patient are not entitled to information and care must be taken not to discuss a patient's condition within the hearing of those not needing the information.</p> <p>All workers have a special position of trust in relation to the patient. A patient may confide in them on personal matters as well as in relation to their medical condition. As in medical matters, the interchange of information between co-workers must only be on a strict need to know basis.</p> <p>Admission staff have to obtain information from incoming patients for entry into both accounting and medical records. The patient's right to privacy whilst giving this information is to be respected.</p> <p>Telephone Enquiries</p> <p>Extreme care is to be taken in handling queries on the telephone, as it is not possible to be sure of the identity of the caller. Unauthorised information must not be given over the telephone, including the fact that a person is a patient. However, there will be genuine enquiries and staff should obtain from patients in their care, an indication of people to whom information may be given. Room numbers should not be given on the telephone as a visitor can ascertain that information upon arrival. Direct telephone numbers to patient's rooms should only be given out by the patient themselves or an immediate family member.</p> <p>Information in relation to staff telephone numbers and addresses must not be given out to either staff or patients as this breaches the confidentiality of our staff.</p>



	<p><i>NB: The telephone must be put on hold when left unattended during a telephone conversation so as to ensure callers do not overhear discussions at work stations which may include confidential information</i></p> <p>Media Enquiries All enquiries by the media relating to a patient or Calvary Health Care Tasmania must be directed to the Chief Executive Officer.</p> <p>Emergency Situations In an emergency situation, the release of information may need to be considered. For instance, another health care institution may need to treat a former patient urgently and may need information such as drug sensitivities. Such requests should be passed immediately to the Hospital Medical Officer on duty, who will assess and advise appropriately in line with the Health Information Management Policy.</p> <p>Medical Records The medical record is a highly confidential document, which is only to be viewed by those with a genuine need to see it. These people are the responsible doctors, nursing and allied health staff, including pastoral care workers and medical records staff. Care should be taken to ensure that medical records are not left in a position accessible to the public, patients, patient's relatives or staff not directly involved in the provision of care.</p> <p><i>For more details re access to Medical Records please review the Health Information Management Policy.</i></p> <p>Personnel Records Personnel Records are maintained in the Payroll Services Department and are confidential.</p> <p><u>Limitations</u> Any breach of patient, staff or the business of Calvary Health Care Tasmania's confidentiality, could result in formal proceedings and may result in instant dismissal</p>
<p>References</p>	<p>Health Information Management Policy.</p>

Calvary Health Care Tasmania

Policy number: C10
Pages: 4



Related Policies	
-------------------------	--

Date Implemented: October 2007
Endorse/Approved by: Chief Executive Officer
Review date: October 2011

Version No: 3



FOR ALL STAFF, STUDENTS, CONSULTANTS AND AUTHORISED VISITORS

I have read the Calvary Health Care Tasmania Confidentiality Policy and agreed to abide by it:

Name:

Position:

Signature:

Date: