


<p><b>EUROPEAN SERVICE AT HOME, INC.</b> Policies and Procedures</p>	
<p><b>Section 3: Service Delivery &amp; Client Care</b></p>	
<p><b>Policy Title: Confidentiality and Privacy of Client Information</b></p>	<p><b>Policy Number: 3.180</b></p>
	<p><b>Effective Date:</b></p>
	<p><b>Revision Date:</b></p>
	<p><b>Approved By:</b></p>
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**PURPOSE**

1. To ensure that all client information is protected.
2. To prevent inappropriate and/or unauthorized disclosure of client information. And,
3. To comply with all federal, state and local laws pertaining to client confidentiality.

**POLICY**


**EUROPEAN SERVICE AT HOME, INC.** maintains the confidentiality and security of records in compliance with the *Health Insurance Portability and Accountability Act (HIPAA)*, the *Gramm-Leach-Bliley Act (GLBA)* and other federal and state laws. These laws pertain to the security and privacy of personal, medical and financial information and require that data such as birthdates and social security numbers is used only for their intended purpose(s).

HIPAA protects all medical records and other individually identifiable health information used or disclosed in any form, whether electronically, on paper or orally.

GLBA protects private, non-public, information of individuals. Private, non-public information consists of information such as name, Social Security Number, date and location of birth, gender, credit card numbers and driver's license numbers.

**PROCEDURES**


1. Client files may only be accessed on a "need-to-know" basis, in the performance of an employee's assigned duties.
2. The Agency shall respect the privacy and keep confidential all information and records of its clients.
3. Client information shall be protected from loss or destruction.
4. Access to client records and Agency data shall be accessible only to:
  - a. the Manager/Administrator;
  - b. the Supervisor; and,
  - c. employees or contracted individuals directly involved in the case.
5. Caution must be taken to ensure printed information about a client is not abused or used without authorization
6. Disclosure of information shall not be made to Third Parties without the written consent of the client except when:

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- a. it is a requirement of law;
  - b. staff or contracted individuals require the information in order to provide services to the client;
  - c. the client has authorized certain individuals or organizations to be given information; and,
  - d. certain representatives have been authorized to investigate the Agency.
7. Written consent to release information to Third Parties shall be obtained by having the client sign the Agency's *Consent to Release Information* form.
  8. Individually, identifiable, personal information shall be handled in the same confidential manner whether it is in written, electronic or verbal form.
  9. All active and inactive client records shall be stored in a secure location in the Agency office.
  10. Personal information shall not be left on a client's voice mail, unless the client has given permission to do so. If permission is not given, a message shall be left for the client to return the call.
  11. Any client information that is being transmitted by fax, mail or other means, shall be done in a secure manner.
  12. Confidential client information shall be destroyed through shredding.
  13. Employees shall report any potential, suspected or actual breaches of client confidentiality to the Supervisor.
  14. Should any suspected or actual breaches in client confidentiality occur:
    - a. the details shall be fully documented;
    - b. the incident shall be investigated by the Administrator/Manager or Supervisor;
    - c. the employee involved shall be questioned; and,
    - d. if there is just cause, the employee involved shall be subjected to disciplinary action.

**GUIDELINES**

1. Clients shall receive training on privacy and confidentiality during orientation and during ongoing reviews.
2. Professional standards or practice shall be applied at all times.
3. Clients shall be provided with information on the legal requirements of confidentiality, as mandated by state and federal law.
4. Clients shall be informed about and understand this *Confidentiality and Privacy of Client Information Policy*

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**CROSS-POLICY REFERENCES**

1. Compliance
2. Disciplinary Action
3. Safeguarding Client Records

**FORMS**

1. Confidentiality/Non Disclosure Agreement
2. Consent for Referral and Release of Information