



Ceduna Koonibba Aboriginal Health Service Aboriginal Corporation

1.1 Confidentiality and Privacy Policy

Effective from: 5th November 2014

Next Review: 5th November 2015

POLICY STATEMENT

The purpose of this policy is to provide direction to staff to ensure that all clients attending the Ceduna Koonibba Aboriginal Health Service Aboriginal Corporation are entitled to be treated with respect and their privacy preserved.

RELATION TO OTHER DOCUMENTS

Confidentiality and Privacy Agreement Form
Storage and use of Client Information Files Policy

SCOPE OF POLICY

This policy applies to all employees of the Ceduna Koonibba Aboriginal Health Service Aboriginal Corporation.

DEFINITIONS

Nil

LEGISLATION

Privacy Act, 1988
Freedom of Information Act, 1982

POLICY

Confidentiality is an important principle in business because it functions to impose a boundary on the amount of personal information and data that can be disclosed without consent.

All staff are bound by the ethical and legal rules of confidentiality. There can be no deviation from these rules, as legislation safeguards these rights and considerable penalties apply.

All aspects of client records are confidential. This includes name, address, telephone numbers, medical notes, investigations, reports or results.

All aspects of the business and corporate information of the Corporation are confidential.

All information relating to staff members and conditions of employment of this organisation are confidential.

On commencement of employment, all employees must sign a confidentiality and privacy form to acknowledge their understanding of this policy.

If confidentiality is breached, any victim of the breach may have legal grounds for action for damages and the staff member concerned will be instantly dismissed.

Written consent is needed for release of the following information:

- Medical record details.
- Financial details.
- Referral information.
- Deceased patient medical records need written consent from the next of kin or Executor of the will before they can be released.

Written consent is also needed for any information to be given at the request of:

- Legal representation (e.g. solicitor, lawyer, counsel, barrister).
- Police.
- Social Welfare.
- Health Insurance agency.
- Employer.
- Specialists/ doctors/ pathology companies.

It is technologically possible for a third party to intercept and read emails, or for emails to be inadvertently sent to the wrong person. At this stage, until encryption technology is installed, Ceduna Koonibba Aboriginal Health Service Aboriginal Corporation prohibits transfer of client information via email.

No consent is needed for information to be given in respect of:

- Subpoena for court.
- Notifiable diseases for Health Department.
- 'Justifiable' emergency situations.

Only relevant and necessary information is to be given.

In compliance with the privacy legislation and the Corporation Storage and Use of Client Information Files Policy, and consistent with maintaining confidentiality and trust with the Doctor, staff of Ceduna Koonibba Aboriginal Health Service Aboriginal Corporation will inform clients that:

- Information collected about clients requires their consent; and
- Why, how and who Ceduna Koonibba Aboriginal Health Service Aboriginal Corporation discloses information to.

Ceduna Koonibba Aboriginal Health Service Aboriginal Corporation has a strict no tolerance policy on breach of confidentiality and privacy, any breach of this may result in instant dismissal.

Information regarding the service must not be posted on Social Networking pages as this may result in a deliberate or inadvertent breach of confidentiality and privacy, unless approved by management for work purposes.

For more detailed information on the use and disclosure of personal information, please see the Corporation Storage and Use of Client Information Files Policy.

DOCUMENT CONTROL

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