

# Yee Hong Centre For Geriatric Care

<b>Developer:</b> DCD	<b>Division:</b> Corporate	<b>Category:</b> General Administration	<b>Policy Number:</b> CGA-III-15
<b>Effective Date:</b> July 2004	<b>Subject Name:</b> Privacy - Confidentiality		<b>Approval:</b> CEO
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## PURPOSE

Breach of privacy or confidentiality is a serious offence and places the organization at risk. This policy specifically addresses the maintenance as confidential of all personal health information (PHI) handled by the Yee Hong Centre for Geriatric Care (the Centre) as Health Information Custodian, and staff as agents of the organization.

## POLICY

1. Yee Hong Centre for Geriatric Care is committed to protecting the privacy and the confidentiality of all PHI.
2. All individuals (employee, physician, volunteer, student, vendor, contractor, researcher and consultant) associated with the Centre must be committed to maintaining the privacy and confidentiality of our clients and staff and their associated personal health information.

## PROCEDURES

- 1 All individuals entering a relationship with the Centre must sign a confidentiality agreement. This agreement will be placed in the appropriate file and subject to be reviewed or renewed at regular intervals (with annual performance or contract review).
- 2 Confidential information about the organization, its clients, donors, and/or employees shall not be divulged to anyone other than persons who are authorized by the Centre to receive such information.
- 3 The release of information on employees' employment record and salary shall only be done by Human Resources following a written consent by the employee.
- 4 When an individual is in doubt as to whether certain information is confidential, no disclosure should be made without first seeking appropriate management approval and or in consultation with the Corporate Privacy Officer, if applicable. This basic practice of caution and discretion in handling confidential information extends to both external and internal disclosure.
- 5 Confidential information obtained as a result of employment or association with the Centre is not to be used by individual for the purpose of furthering any private interest, or as a means of making personal gains.

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- 6 Students may have direct access to their own clients' chart or records only while participating in direct client contact personally or with their instructors.
- 7 All client identification must be removed to ensure the anonymity of the client when the information is used for seminars, case study, or other teaching purposes. At no time may a client be made identifiable without his/her consent.
- 8 In the context of a police investigation or other government agent requesting access, confidential personal health information concerning clients/residents is only released where a court issued warrant, subpoena, or equivalent legal document authorizing access has been presented.
- 9 Disclosure or improper use of confidential information include accessing personal health information without authorization and without a need-to-know, can result in discipline up to and including termination, civil or criminal penalties.