

Purpose: To maintain the integrity of client records and information.

Policy: All record contents are to be held confidential, kept in a secure or locked location. Computer access is to be limited to authorized personnel. Client information is to be held in strict confidence and is only shared among the multidisciplinary team when necessary to prepare the customer's plan of care or provide services.

Procedure

1. Employees and volunteers of subcontractors working with or having access to Ryan White consumers will sign a confidentiality statement stating that they will abide by the Confidentiality Policy.
2. Disclosure of records may be allowed only with the written permission of the client.
3. Client records will be stored in an area that will be locked when the offices are closed. Only pertinent personnel shall have access to records.
4. Any personnel who have to remove records from the usual storage area will be responsible for the safe keeping of the records in their possession. If records are used during a home visit, only the record of the client being visited will be in that home. All records transported in a car will be secured in such a way that identifying client information is not visible.
5. Records will be returned to the record storage area after completion of clinic or visits as documentation and case follow up is completed.
6. Client information will be discussed only in an appropriate place and with appropriate individuals for the purpose of planning care and service.
7. Any written documentation (reports, worksheets, or copies) that is not to be used as a part of the client record must be destroyed prior to disposal.
8. Users of cell phones should be mindful that conversations may be over-heard and guard their phone discussions regarding consumers accordingly.
9. All facsimiles should be treated in a confidential manner. When sending a fax with confidential material, the sender should notify the receiver prior to sending in order that the appropriate person can quickly retrieve the fax. Staff noting faxed material received should quickly remove the faxed information and take it to the appropriate individual.
10. Violations of confidentiality may lead to disciplinary action by the lead agency, including criminal prosecution and withdrawal of funds.
11. Regarding client confidentiality in situations of infectious diseases, each staff person has the responsibility to maintain the confidentiality of consumers at all times.

All data reporting to The Virginia Commonwealth University Survey research and Evaluation Laboratory or the Council of Community Services as the lead agency of the Consortium is done via client ID code number. First and third initials of the first and last names are used in the code. Ignore prefixes such as "De La."