

CONFIDENTIALITY PROCEDURE

| ACTIONS | Provider | Individual Receiving Services | Director | Program Manager | Comments |
|--|----------|-------------------------------|----------|-----------------|----------|
| 1. When a file is reviewed by an authorized person: Document date, time and reason for disclosure on the “Confidentiality Record” | X | | X | X | |
| 2. Safeguard the contents of the record ensuring nothing is removed or changed. | X | | X | X | |
| 3. If the individual receiving services, legal guardian or authorized representative (if within the scope of his/her authority) objects to any information in the record: Submit a request for changes in writing to the Director | | X | | X | |
| 4. Make a determination regarding the request and notify the requesting party in writing of the decision | | | X | | |
| 5. If the Director or designee denies the request, the requestor has the right to have a written statement regarding his/her request entered into the record. | | X | X | | |
| 6. Obtain completed “Release of Information” from individual receiving services or guardian: List date, specific information, to whom, effective date and year (use verbal statements only in emergencies, get in writing as soon as possible). | X | | X | X | |

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| <p>7. When a physician, psychologist and other professional persons providing services or supports to a person in an emergency situation which precludes obtaining consent: Document access into the file including:</p> <ul style="list-style-type: none"> ➤ Date and time of disclosure; ➤ Information disclosed; ➤ Names of persons by when and to whom the information was disclosed; and, ➤ Nature of the emergency | X | | | X | |
| <p>8. When presenting evidence in court: Retain custody of the record at all times:</p> <ul style="list-style-type: none"> A. Present only if information has been specifically subpoenaed; B. Do not show information to anyone until court requests presentation of evidence; C. Accompany record at all times, including during photocopying | X | | X | X | |

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| 9. Obtain prior authorization for electronic or mechanical duplication of photographs: A. Obtain written authorization from individual receiving services or guardian prior to display or release of photographs: 1) Use first name only when displaying photos within 2) Do not identify persons, verbally or in writing, in presentations to the public; 3) Attach authorization to photograph prior to publication or broadcast of photographs for use in general circulation | X | | X | X | |
| 10 Renew authorizations annually, if release is still required | X | | X | X | |
| 11 Maintain individual's records in area not accessible to the public; (No unauthorized person shall have access to the records) | | | X | | |
| 12 Maintain custody of all home files taken from the home | X | | | X | |
| 13 Destroy records by shredding or minimizing the ability to reconstruct the information after 7 years | | | X | X | |