



POLICY FOR THE MANAGEMENT OF HEALTH INFORMATION

PRIVACY POLICY

Personal Health Information is defined as information concerning patient's health, medical history or past/present medical care; and which is in a form that enables or could enable the patient to be identified. It includes information about an individual's express wishes concerning current and future health service.

All Private Bed Finder (PBF) employees will ensure that the personal health information will be obtained in a setting that protects against any conversation being overheard by a third party.

ACCESS TO PERSONAL HEALTH INFORMATION BY PBF STAFF FOR THE PURPOSE OF BILLING AND REVIEWS

Where possible, personal health information that is being used for the purpose of billings and reviews will be de-identified. Where this is not possible, PBF staff accessing personal health information are aware that they are under an obligation of confidentiality not to disclose any information. Breaches of that obligation may result in instant dismissal.

SECURITY

PBF employees will protect personal health information against unauthorised access, modifications or disclosure and misuse and loss while it is being stored or actively used for the purpose of billing. Employees will ensure that unauthorised personnel do not have access to the storage areas or computers. Staff will ensure that records and other papers or electronic devices containing personal health information are not left where they may be accessed by unauthorised persons.

Fax, email, SMS and telephone messages will be treated with the same level of security. Computers will be positioned to prevent unauthorised viewing of personal health information. Through the use of password protected screen savers, staff will ensure that computers, if left unattended cannot be accessed by unauthorised persons.

Manual paperwork and other papers containing personal health information will be filed promptly after use.

Only a very small amount of clinical information is recorded by PBF for each participating patient. This information is stored only to meet the professional requirements for safely handing over a patient between hospitals. For example, the presenting diagnosis, and a brief outline of the patient's history are required for basic communication between the health professionals involved. This information is stored centrally in PBF's database, not locally on any employee's computer. Access to the data is controlled by conventional password-based mechanisms, and any PBF employee has access to only the subset of information required to perform his or her job.

RETENTION OF PATIENT DOCUMENTS

All paper copies of personal health information will be de-identified or appropriately destroyed once the billing process has been finalised.

STAFF EDUCATION

New staff and current employees are required to demonstrate an understanding of this policy. All PBF employees are required to complete a confidentiality agreement.

November 2009
Updated September 2010



CONFIDENTIALITY AGREEMENT

I, _____ understand that this is a condition of employment as a Private Bed Finder Registered Nurse.

I shall, neither during or after the period of employment/engagement with the company, except in the proper course of my duties or as permitted by the company or as required by law, divulge to any person any confidential information concerning:

- patient personal, health and financial information
- the business or financial arrangements or position of this company or any related company; and
- any of the dealings, transactions or affairs of the company or any related company.

The contractual arrangement between this company and its employees/contractors is founded on trust. I undertake not to knowingly access any confidential information about the business of the company, patients or patient medical information, unless such information is essential for me to properly and efficiently perform my duties. I am aware that these conditions extend to unnecessary discussions of confidential information with the company. I understand that any breach of this trust will render me liable to disciplinary action, termination and/or civil proceedings.

I further undertake to inform my supervisor immediately if I become aware of any breach of privacy or security relating to the information I access in the course of my duties.

This restriction ceases to apply to any information or knowledge, which subsequently comes into the public domain by way of authorised disclosure.

All confidential records, documents and other papers together with any copies or extracts thereof in my possession will be returned to the company on the termination of my employment.

I confirm that I have read and understood the policy for the Management of Health Information.

SIGNED _____

In the presence of

NAME _____

SIGNED _____

POSITION _____

DATE _____