

HOME AND COMMUNITY CARE SUPPORT SERVICES Central West

Confidentiality Agreement

All employees/students/contract and volunteer roles employed by the Home and Community Support Services Central West who have access to confidential information regarding patients, Home and Community Support Services Central West personnel and business are required to sign this *Confidentiality Agreement* which is in accordance with the Ontario *Personal Health Information Protection Act, 2004*.

By signing this Confidentiality Agreement and as an employee, student, contractor or volunteer of Home and Community Support Services Central West I understand that:

- It is my responsibility to be familiar with and follow the requirements outlined in Home and Community Support Services Central West policies and procedures related to privacy, confidentiality and security;
- I will not use the Home and Community Support Services Central West information and patient record system, CHRIS, to access confidential information unless legally authorized to do so and as required in the proper discharge of my duties or responsibilities (including my own personal health information);
- I will not access, use or disclose confidential information that comes to my knowledge or possession by reason of my employment or affiliation with Home and Community Support Services Central West except when I am legally authorized to do so and as required in the proper discharge of my duties or responsibilities;
- My handling of confidential information may be subject to monitoring and audit activities;
- I will not share my access codes (e.g. computer password and voicemail password) or security badge;
- I will not access my own personal health records;
- I am responsible for assisting other staff, students, contractors or volunteers employed with Home and Community Support Services Central West with their obligation to maintain confidentiality;
- I will not leave confidential information exposed for others to view (e.g. computer screen, paper forms and documents or discuss confidential information in public areas);
- I am required to report any breach or suspected breach of confidentiality to Home and Community Support Services Central West Privacy Office;
- I am accountable for my actions and the consequences of my actions related to the handling of confidential information;
- I understand that Home and Community Support Services Central West is required to report specific privacy breaches to the Information and Privacy Commissioner of Ontario and to an employee's regulatory college, if applicable; and
- I understand that a violation of this agreement may result in disciplinary action including, but not limited to, written warnings, suspensions with or without pay, and/or immediate termination of employment with Home and Community Support Services Central West; and prosecution under the law.

Attached to this agreement are questions and answers that will support you in fully understanding the Home and Community Support Services Central West Confidentiality Policy and Privacy policy. One signed copy of this agreement will be retained by Home and Community Support Services Central West and become a part of your personnel file, and one copy will be provided to you for your personal records.

Acknowledgement of Home and Community Support Services Central West Confidentiality Agreement

Print Name:	Signature:	Date:
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Questions and Answers: Please review and acknowledge your review and understanding of the following information below.

1.	Q. A.	<p>A new staff member has started working in your area and hasn't completed their computer training yet. She needs to get some information from the computer system. Should you sign onto the computer and help her out?</p> <p>No. You may not sign on and walk away. You are responsible for all information entered into the system under your password. It is alright to demonstrate or teach by having another person enter information under your direct supervision, but realize that you are responsible for all information as if you had entered it yourself.</p>
2.	Q. A.	<p>A family member of someone you work with has started on Home and Community Support Services services. Can you tell a co-worker just in case they would like to support the colleague?</p> <p>No. That information is confidential unless the patient gives consent.</p>
3.	Q. A.	<p>You have had bloodwork completed at the hospital in which you work as a Home and Community Support Services employee. You have not been able to get in touch with your physician for the results. Are you allowed to look up information about yourself?</p> <p>No. You must go through Health Records to request access using proper procedures in accordance with the legislation by which we are regulated.</p>
4.	Q. A.	<p>You have trouble remembering your computer password. Is it alright to put your password on a Post-It Note on your computer or leave it on your desk?</p> <p>No. Your password is confidential. It must be secure from access by anyone else. You are responsible for the security of your password and all information that can be entered or viewed by using your password.</p>
5.	Q. A.	<p>You are in the middle of entering information into CHRIS when your Manager asks to speak with you away from your workstation. Is it alright to leave your workstation without locking your computer since you will only be away from your desk for a few minutes?</p> <p>No. It can take only a moment for someone to view or enter data if you are still logged on and have not locked your computer.</p>
6.	Q. A.	<p>The daughter of one of your patients contacts you to request a copy of her mother's chart. Should you provide this information to the daughter?</p> <p>No. These requests are handled through Health Records. The patient or Substitute Decision Maker must complete the Authorization for Release of Patient Information form (accessible on CareNet).</p>

7.	Q.	A police officer arrives at the Home and Community Support Services Central West offices and requests to speak to you about one of your patients. After presenting their badge/identification to you they request information about the patient. Are you able to share this information with the police officer?
	A.	No. The patient’s consent is required to release their personal health information. Special conditions apply when a warrant is presented and in these scenarios Administration should be consulted first before releasing any patient information.

8.	Q.	My daughter is receiving services. May I access her medical information, if I am an authorized personal contact listed in CHRIS and I have legal consent to access her records?
	A.	No. Unless you are a member of your daughter’s health care team, you are not entitled to access her medical file in the CHRIS system. Accessing the information directly from the system could result in disciplinary action, up to and including termination. If you have legal consent to receive her medical file, you must follow proper process for obtaining that information.

9.	Q.	May I access patient records for strictly learning purposes?
	A.	No, unless you are part of the care team for these patients, or have authorization through a research study or through some other means. If you are part of the care team (e.g. part of the Circle of Care) your right to access patient records is implied. If you are working as part of a research study, ensure that you have expressed written consent that confirms authorization to access patient records. If none of these apply, you cannot take it upon yourself to access patient records for learning purposes. Those who do so risk disciplinary action, up to and including termination.

10.	Q.	I accidentally logged into the medical records of patients who are not under my care. Should I report this to my manager?
	A.	Yes. Keep a paper trail that you have informed your manager. Audits are conducted of health information systems, as a standard process, to verify appropriate access and detect potential breaches.

Acknowledgement of Questions and Answers

Print Name:	Signature:	Date:
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