
1.3.19 STATEMENT OF CONFIDENTIALITY POLICY (HSW)

Purpose:

Confidentiality is the trust of privileged information. This includes not only medical information of a client, but also personal information or client/company information. Compassion HomeCare strives to ensure all employees maintain the confidentiality of client information they have access to in order to provide the best care to their clients.

Confidentiality applies not only to clients, but also to all employees of the company and to the agency itself. Breaches in confidentiality occur when private and protected information is improperly given out. This can be intentional or unintentional.

Procedures:

- ✚ Work together to maintain the highest standards of confidentiality.
- ✚ Share sensitive information appropriately.
- ✚ Employees shall not share information between employees and other clients via any means including social media sites. By giving information about clients, other employees or agency to those not directly involved with a situation, confidentiality may be breached. Never assume that a person, who is inquiring, is permitted to receive the information that he or she has requested.
- ✚ Never give information that identifies a person even without saying their name. Things like medical information, family details, daily routines, etc.

Professional boundaries are guidelines for maintaining a positive and helpful relationship with your clients. Understanding boundaries helps caregivers avoid stress and misconduct, recognize boundary crossings and provide the best possible care.

Please remember the following tips:

- ✚ Use caution when talking to a client about your personal life.
- ✚ Remember the way you address a client indicates your level of professionalism. Ask your client how they would like to be addressed.
- ✚ Giving information that identifies a person, even without saying their name, such as medical information, family details, daily routines, etc. constitutes a breach of confidentiality.