

	Management Of Personal Information Procedure Home Based Support Services	Procedure Number <i>CHC-PSW-0005</i>	Version Nos: 2
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1. Purpose

This Procedure is to be performed by West Coast District Health Board (WCDHB) Social Work Department Home Based Support Services staff as a means of maintaining Service clients privacy.

2. Application/Responsibilities

This Procedure shall be followed by all WCDHB Social Work Department Staff.

3. Definitions

There are no definitions associated with this Procedure

4. Responsibility

For the purposes of this Procedure, all Social Work Department staff shall:

- ensure they abide by the requirements of this Procedure

5. Resources Required

This Procedure requires no specific resources

6. Process

- 1.00 All Home Based Support Workers and Field Workers will sign a confidentiality agreement on commencement of their employment with the WCDHB.
- 1.01 Under no circumstances should Home Based Support Workers, Meals On Wheels Drivers, Fieldworkers Or Social Workers discuss what happens in a client's home life with members of the public or other staff members, except in appropriate professional circumstances (e.g. Team Meetings).
- 1.02 In circumstances where a Home Based Support Worker or Meals On Wheels Driver believes there is identified risk to their personal safety and/or to their clients safety by maintaining confidentiality then they should discuss the situation with their Supervising Fieldworker.
- 1.03 Fieldworkers shall follow the appropriate WCDHB Social Work Department process of risk assessment and critical incident procedure guidelines in only discussing such situations with their appropriate and designated Provider Seniors.
- 1.04 Provider Seniors are to maintain the client's privacy and dignity as much as reasonably possible if other parties need to be informed about a particular client's situation due to identified risk and/or safety concerns arising from that situation.

7. Precautions And Considerations

- All WCDHB Social Work Department staff must ensure they act with in the scope of their practice definition when following this Procedure.



Health Information Privacy Code 1994

On The Record – A Practical Guide To Health Information Privacy

9. Related Documents

WCDHB Guide To Managing Personal Health Information

WCDHB – Non-Disclosure Agreement Form

WCDHB – Patient/Client/Resident Abuse & Neglect Prevention and Management Procedure

WCDHB – Disclosure of Health Information Procedure

WCDHB – Staff Accident/Incident Reporting Procedure

Revision History	Version:	2
	Developed By:	Supervising Social Worker
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