



### **Confidentiality of Records Policy**

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| <b><u>Effective Start date:</u></b><br>01/01/2019 | <b><u>Reviewed/Revised:</u></b><br>02/05/2019 | <b><u>Prepared/Approved:</u></b><br>Brittani Fowler/ Program<br>Manager |
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Freedom Now Home Care (FNHC) uses an electronic filing system to keep all of our documents secure and safe from the naked eye. Only office staff has the right to access a participants file and/or information. In order for an individual to obtain permission to access a certain client's record, the individual must provide a written consent form that is signed by the client whose information is being requested or have a court order to access the clients personal information other than the participant themselves, the participant's legal guardian, the provider staff for the purpose of providing a service to the participant, an agent of the department, or an individual holding the participant's power of attorney for health care or health care proxy. The office staff is trained on confidentiality policies and procedures at the time of hire and is also trained annually on changes to the policy in order to keep information safe and secure. At FNHC, our goal is to take care of our clients while providing the utmost respect with their information. Sharing of client information for unauthorized use is unacceptable and not

tolerated. Such consequences can lead to termination if the investigation find the suspected individual guilty of compromising the integrity and privacy of our clients.