

# PATIENT CONFIDENTIALITY POLICY

## **Policy:**

It is the policy of ABC office/clinic to ensure healthcare information of all patients is kept confidential. It is the right of all patients to receive full consideration of privacy and confidentiality with regard to all information and records about their care.

## **Responsibility:**

[ABC office/clinic] maintains the confidentiality of patient information.

## **Procedure:**

1. All employees, contractors, consultants or anyone who may have access to individually identifiable health information (IIHI) will sign a statement not to disclose or release confidential information for any reason not medically indicated to any persons other than those legally authorized to receive same.
2. Except when required during the regular course of business, the discussion, use, transmission, or narration, in any form, of any member information, which is obtained during the regular course of job function, is strictly forbidden.
3. Temporary placement of member records in unattended areas should be avoided. All records are to be maintained in a secure fashion and in a manner that allows access to authorized individuals only.
4. Electronic access to member data should be password protected to limit data retrieval to what is needed for job functions.
5. Conversation will be kept to a minimum at the front desk to ensure the confidentiality of PHI.



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If you would like to discuss a particular situation, please contact our risk management division at 1-888-336-2642 or [riskmanagement@psicinsurance.com](mailto:riskmanagement@psicinsurance.com).

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