

CONFIDENTIALITY POLICY

Definition

Confidentiality is defined as the assurance that access to information regarding a client shall be strictly controlled and that any violation of such control will be a breach of faith. The information will not be used for purposes that were not intended by the individual when the information was provided.

General Principles

- Healing Hands Ministries Confidentiality Policy applies to all staff members, Board members and volunteers who have any contact with clients or information regarding clients.
- All information provided by a client or any information concerning a client provided to any staff member or volunteer is covered by Healing Hands Ministries Confidentiality Policy.
- **Clinic matters are STRICTLY CONFIDENTIAL. A patient's condition, behavior or diagnosis is never to be discussed. Any violations will warrant a resignation of the volunteer's services.**
- Financial or statistical information regarding policies, procedures or methods of determining eligibility or any other information that does not identify a client is not considered confidential.
- Each staff member or volunteer shall sign the Confidentiality Policy Agreement that will be placed in the worker's personnel file. Breach of client confidentiality may be considered grounds for dismissal.

Release of Information

- No information shall be released, either over the phone or in person, regarding the whereabouts of, or details, about a client. Exceptions may be made at the discretion of the Executive Director or a worker designated by them, but only for the purposes of preserving the safety or well being of the client or Healing Hands Ministries.
- Written consent for the client must be obtained in order for information to be released in writing or verbally, unless a case record is subpoenaed. In such case, the client will be notified, if possible.

- A release form shall be used by Healing Hands Ministries to obtain written consent. Included on the release form shall be the reason for release of information and valid time period of the release. The client may terminate the release. The release must be signed and dated by the client and Healing Hands Ministries staff member.
- Healing Hands Ministries Executive Director or a worker designated by him/her may authorize release of information. Duplications of records are permitted only if authorized by the Executive Director or Coordinator on duty.
- Healing Hands Ministries is required by law to reveal, to the proper authorities, any act of child abuse or suspected criminal activity that would endanger individual life, property or physical well-being. Evidence of child/adult abuse or neglect must be reported to the Child Protective Services Division of the Texas Department of Protective and Regulatory Services. If you suspect abuse or neglect, please notify the Volunteer Coordinator on duty.

**HEALING HANDS MINISTRIES' CONFIDENTIALITY POLICY
AGREEMENT:**

I have read the above and I understand and agree to follow Healing Hands Ministries' Confidentiality Policy.

Signature: _____ Date: _____

Print name: _____