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| Maintenance/Security and Confidentiality of Client Records | **Last Revision:** | May 2020 |
| **Last Reviewed:** | May 2020 |
| **Applies to the following THA Group of Companies:** | * Independent Life at Home |
| **Included in the following THA Manuals:** | Administrative Policies & Procedures |

### PURPOSE

The primary purpose is to provide a simplified overall guideline directed at singular aspects of privacy and confidentiality in order for staff to understand the relationship between staff and the clients of THA Group of companies (THA Services, Inc., Island Health Care, Island Hospice, Independent Life at Home, Palliation Choices and RightHealth®).

The electronic and paper record resources of THA Group of companies are provided for the singular purpose of facilitating patient care and business processes. Any person who uses THA’s paper records and/or computing resources for non-business or unauthorized purposes may be subject to corrective action, up to and including separation, and civil or criminal legal action.

Management at all levels is responsible for monitoring the actions of their staff and enforcing the intent of this overview. All questions, concerns or infractions should be directed to the appropriate Vice President.

### POLICY

THA Group, Independent Life at Home (ILAH) maintenance and security of our client records is a priority. All client records are strictly confidential, complying with HIPPA Standards.

### PROCEDURE

* + 1. All client files are kept in a folder and maintained in our secure office cabinet with client’s name, date of birth, date of initial contact, date of referral, date services began, and any chronic illnesses.
    2. All client files are reviewed annually by our administrator or designated personnel.
    3. No other person(s) will have access to our client files other than the Administrator of Independent Life and Home and/or designated staff.
    4. Independent Life at Home personnel can only release a client’s record with the sole written consent/permission of the client to whom he/she wants the record to be released.
    5. No employee of THA Group, ILAH shall knowingly permit the disclosure of any information in a client’s record except to appropriate staff, the client, responsible party, the client’s physician or other health care provider, DHR and other individuals authorized by the client in writing or subpoena.
    6. All client records shall be retained for a minimum of five years from the date of service. All complaints and incident reports will be investigated properly by the Administrator of ILAH and/or Performance Excellence. The outcome of the investigation will be documented and maintained in the client’s file or clinical record and reported to the Coordinating Council via the Quality Assurance process.