*10* Ways to Protect Client Privacy

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| 1 | **Don’t need it, don’t read it.** You have access to personal health information *only* as necessary to fulfill your role at CMHA Peel Dufferin. Use only what you need to provide care or services as part of a clinical care team. Any unauthorized access will result in disciplinary action, up to and including, termination of employment.  |
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| 2 | **Don’t leave detailed voicemail messages for clients.** Take care in leaving messages at clients’ homes; make sure you have their consent, or use discretion in the details you do leave. |
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| 3 | **Secure your devices**. You are required to follow CMHA Peel Dufferin policy on encryption of mobile devices. This includes laptops, USB keys and other devices used to store personal health information. |
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| 4 | **Shred.** Use the secure shredding boxes provided. Be vigilant to never place confidential material, including personal health information, in recycle bins. |
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| 5 | **Faxes/Voicemails/Emails.** Check and check again – know to whom you are sending faxes and voicemails, and especially email dropdowns. One slip of the finger could mistakenly send a message to the wrong person, or a large group, which is a privacy breach. |
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| 6 | **Safeguard your work-related records and network access.** Take care not to lose or misplace any records that could contain client information or other proprietary information. Do not share your network access credentials (user ID and password) and take care to log off your electronic session each time. Random audits are performed and you are responsible for any use of your credentials. |
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| 7 | **Consent.** Take a moment to think about whether you need client consent (or if incapable, their Substitute Decision Maker) to share certain information. Don’t assume it’s okay to share with others around them. |
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| 8 | **Be careful of casual conversation and public places.** Talking about clients in a public area such as elevators, with your family members or friends, or on social media, could be considered a privacy breach and also compromises client trust. It is also a breach of your College’s professional standards if you are a regulated health professional. Be aware of your surroundings when you are in a public place – for example, your mobile device or laptop might be visible to others. |
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| 9 | **Use common sense.** Using good judgement and common sense are key to protecting client privacy. Put yourself in the position of your client as you look for ways to ensure compliance with our policies and practices. |
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| 10 | **Ask for help. Privacy is everyone’s responsibility and there are many resources available to you**. If you have questions or concerns about privacy or confidentiality of personal health information, contact your manager or CMHA Peel Dufferin’s Privacy Officer. All of the applicable policies are available in PolicyTech. You must report any theft, loss or unauthorized access to personal health information to your manager immediately. |