

## DR M Adams

### Confidential Information Policy

It is the responsibility of personnel working for Dr Mary Adams Private General Practitioner, to identify, determine and protect oral or written information which is regarded as confidential.

Employees / personnel are in a position whereby they will constantly receive, handle or be aware of confidential information. They have a duty to both patients and their employer to protect against the wrongful disclosure of this confidential information.

#### Confidentiality Agreement

All personnel will be required to sign a confidentiality agreement. **QMS 004**

The following are examples of information which are considered to be confidential:

- a) Any information which relates directly or indirectly to the condition, care and treatment of patients.
- b) Any other information about a patient
- c) Any other information that you receive, handle, or become aware of which is confidential to our business. Such information may include, but not be limited to:-
  - Operational policies and procedures.
  - Information relating to fees/charging structure which is not made generally available
  - Financial management information
  - Plans, reports and other material that is of a general, financial, commercial or strategic nature, the disclosure of which could damage the company.

The above examples do not cover all possibilities and any other material classified, known or believed to be confidential will be considered as relevant to this policy.

If employees / self – employed personnel are unsure as to whether any information is confidential, their primary duty is to assume that it is, they should then where necessary check with Dr Mary Adams.

## **Responsibilities**

All personnel must understand their responsibilities regarding confidential information and be vigilant for breaches or potential breaches of the security of information written or otherwise.

Any records with any patient details on must not be thrown with normal waste and should be shredded in the cross shredder in Dr Adams private office.

Confidentiality awareness training will be undertaken by all staff employed or having self employed status. The dangers of casual work related conversations being held in public areas within the clinic or within the local communities should be stressed. All personnel are responsible for monitoring compliance with this policy and for taking appropriate action in the event of a breach.

## **Disclosure/sharing of information**

All personnel are required not to give any information either on or off company premises to newspaper, magazine, TV or radio reporters or photographers by telephone or in person. Any such enquiries should be directed to the Registered Manager.

The fact that information has already been disclosed in the media does not mean that an employee may disclose or confirm such information. Under no circumstances whatsoever should information be given orally or in writing to any party not directly connected to Dr Mary Adams Private General Practitioner

If at any time personnel discloses any information, which is confidential to any unauthorised person or entity then these actions may be subject to a disciplinary enquiry. They may also possibly face prosecution under The Data Protection Act 1998 or other relevant legislation.

All staff have an obligation to protect and safeguard all personal information. The individual has the right to ask for their information to be withheld from forwarding to an agency or third party.

## **Disclosure of information in the Public Interest**

Dr Mary Adams Private General Practitioner takes the issue of malpractice or wrong doing in any form very seriously and therefore seeks to ensure staff acting in good faith who genuinely believe that malpractice is evident, are able to disclose the information to the Registered Manager or The Care Quality Commission without fear of detriment or victimisation, in accordance with the Public Interest Disclosure Act 1998.

## **CLEAR DESK/SCREEN**

The practice adopts a clear desk/screen policy in order to protect the security of sensitive and personal data. This will apply in the clinic at Victory House.

### **Clear Desk – Victory House**

**All** paperwork relevant to the practice containing patient data will be removed by Dr Adams once the clinic has finished.

Items such as blood request forms etc will be left in the drawer.

### **Clear Screen - Victory House**

The laptop and phone will not be left unattended at any time.

Computer screen should be angled away from patients or visitors.

The screen will automatically lock after a few minutes.

Users should log off if they leave the room.

The Room 4 door will then be locked by Dr Adams.

**Appendix 1: Confidential Agreement Form**

# Confidentiality Agreement Form

**Details of Personnel**

Print Name: -----

Position: -----

Signature: ----- Date: -----

I confirm that I have read a copy of the confidential information policy.

I have read, agree with and accept to keep confidential all such information, belonging or relevant to Dr Mary Adams Private General Practitioner and its business as is referred to in this policy.

Print name: -----

Signature: ----- Date: -----