

Confidentiality and Disclosure

Annual Review Fair

Continuing Care

January 1, 2022 – December 31, 2022

Saskatoon - Urban



Saskatchewan
Health Authority

Confidentiality and Disclosure

Confidential Information

- Information that is considered confidential includes:
 - Passwords, login information
 - Information that has been disclosed in a relationship of trust
 - Personal health information
 - Forms
 - Documents with identifying information

Confidentiality and Disclosure

Health Information Protection Act (HIPA)

- HIPA is a Provincial Act respecting all individuals personal health information related to:
 - Collection and storage
 - Use and disclosure
 - Access to and privacy



Confidentiality and Disclosure

Confidentiality

- In health care, we communicate by sharing information such as people's identities, diagnoses and treatment.
- A resident's personal information is not be discussed or shared in public settings within or outside the LTC home.
- It is our ethical and legal responsibility to protect our residents' personal information.
- Only access information that is needed for you to provide safe resident care. Residents are more likely to share if they feel information will be kept in confidence and shared only as needed.

**Residents and families are informed about
Confidentiality on page 24 of the Welcome Guide**

Confidentiality and Disclosure

Confidentiality

- Email and fax are not confidential ways to share personal information.
- If these modes of communication must be used, refer to the homes policies regarding their use.

Confidentiality and Disclosure

When and How Should Information be Shared?

- Information about residents should be shared:
 - **ONLY** between members of the care team if needed;
 - ALWAYS in private settings – not in hallways or other public places
- Residents **may give verbal or written permission** to allow staff to discuss personal information with one or more family members:
 - Look at the Resident Overview from Momentum Healthware-to find out who can have access to personal information
 - Without permission, we cannot share residents' personal or health information
- In certain legal, insurance, and other situations, resident information may be shared in consultation with a manager and in following the Privacy and Confidentiality policy used by the home.

Confidentiality and Disclosure

If Confidentiality is Breached...

- Remind your co-workers of the importance of maintaining confidentiality.
- Speak to your manager if you or anyone you have witnessed has breached confidentiality.
- Residents should be informed if their private information has not been kept in confidence so they can decide whether or not they wish to take any further action. They may require a Resident advocate to assist them to resolve any “hardship” this may have caused.



Confidentiality and Disclosure

Why is Disclosure of Confidentiality Breach Important?

- Residents have a right to know about any breaches in confidentiality, incidents or errors that may have occurred. It encourages open and effective communication with residents.
- Residents should be offered an apology if an incident or error has occurred or if confidential information has been disclosed without their permission.
- Disclosure helps the whole team to learn from experience and may help prevent similar events from happening in the future.

**Residents and family are informed about
Disclosure on page 12 of the Welcome Guide**

Confidentiality and Disclosure

Employee Expectations

Employees are expected to safeguard confidential information:

- Do not disclose or share your user ID and/or passwords
- Use of confidential information is subject to monitoring and periodic auditing by the Saskatchewan Health Authority
- Audit logs track electronic activity and viewing of all resident files
- Lock computer screen when unattended and log off computer after use
- Do NOT use your cell phone to take photos of resident or any part of the resident
- Notify manager immediately regarding changes to work access if you will no longer be working at a home