

713 Confidentiality

Effective Date: 09/01/2012

Last Reviewed: June 2022

Purpose: To promote the respect for individual privacy of our residents and co-workers and to foster trust among our staff, residents, families, and communities.

Pine Haven Christian Communities is committed to protecting the privacy of the residents we serve, as well as that of our staff. Privacy and confidentiality of those individuals is taken seriously by the organization and should be respected by staff.

Pine Haven has been entrusted with the care of residents and has a responsibility to earn and maintain that trust. Employees may, as part of their job responsibilities, have access to confidential information, which may include residents' medical, billing, and personal information. Federal and State laws require strict protection of this confidential information. Employees will have access to this information as required to perform the essential functions of their job responsibilities. Disclosure of confidential information is permitted under certain circumstances as required in the care of the resident. In most situations, this disclosure will require the written consent of the resident or resident's legal representative.

Employees must maintain the confidentiality of information regarding the condition, care, or treatment of Pine Haven residents. Information from a resident's chart or record, or information learned in the course of an employee's duties should not be discussed with anyone, including the resident's family or friends, unless the individual is authorized to receive that information. Confidential information should not be discussed with co-workers unless it is needed for the co-worker to perform his or her job responsibilities. Employees should not access or attempt to access confidential information that is not required to perform the essential functions of their jobs.

Maintaining confidentiality of resident information involves safeguarding resident charts, records, and other documents containing confidential information. It is also important for employees to be aware of the potential for conversations to be overheard. Employees should have confidential conversations in a private area and/or at a volume that limits this risk.

Pine Haven also takes the privacy of employees seriously. Confidential employee information includes address, phone number, date of birth, social security number, and medical information. Pine Haven will take reasonable precautions to protect this information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information, including information regarding disability and/or the need for accommodation. Employee information will be disclosed as described in the Release of Employee Information Policy. Personal information regarding co-workers, including

medical information, should be respected and protected in the same manner as that of our residents.

Abuse, misuse, or unauthorized release of confidential information will result in corrective action, up to and including termination. Employees with questions about this policy should contact the Human Resources department.