

Volunteer Services Competency Training

HIPAA & Confidentiality



Confidentiality Agreement

Confidentiality Agreement

Each person who observes, works, advises, or volunteers at Children's Hospitals and Clinics of Minnesota (Children's) is required to maintain the confidentiality of certain information he/she acquires as a result of his/her association with Children's. This applies to all aspects of interactions at any Children's facility or function. Confidentiality must be maintained for all information learned by any means – orally (heard or discussed) or visually (read); whether in paper or electronic format. The obligation to maintain confidentiality pertains especially, but not limited, to the following:

- Patient and family information
- Information from the medical record – all requests for copies of the medical record are to be referred to Health Information Management
- Business information, organizational documents or other sensitive information

In consideration of your association with Children's and its affiliated entities, you agree that during the time period of your association and thereafter indefinitely, you shall not disclose, directly or indirectly, confidential information obtained by any means, except where such disclosure is required as part of your job or association, required by law or with the written approval of Children's.

Furthermore, you agree that at the end of your association with Children's, you shall promptly return to Children's any and all confidential information disclosed to you in paper format and permanently destroy any and all confidential information disclosed to you in electronic format. You must continue to hold confidential any unwritten or oral confidential information subject to the terms of this agreement.

HIPAA: The Health Information Portability and Accountability Act (HIPAA) is a federal regulation that requires the confidentiality of patient information be maintained. All staff and visitors must be aware of this regulation and their responsibilities there under. You will possibly be hearing, seeing and/or reading protected health information in which diagnosis, demographic/family information and care issues are detailed. This information cannot be shared with ANYONE.

Social media policy: Tools such as Twitter, Facebook, YouTube, CaringBridge, and LinkedIn, among others, may not be used to maintain contact with patients and families. This means no exchange of e-mail addresses, "friending" on Facebook, or following on CaringBridge. If you are asked to do any of these things by a patient or family member, please state that Children's confidentiality policies do not allow you to do so.

Cell phone & camera usage: Personal use of cell phones for any function may take place only during breaks and must not take place in patient care areas or other work areas where such use would interfere with or distract from your or others' work responsibilities or patient care. Any use of a camera or audio/video recording device to record an image and/or sound recording of a patient, visitor or employee is strictly prohibited.

I certify and acknowledge that I have reviewed the confidentiality agreement. I understand that it is my responsibility to comply with the requirements contained in this agreement and conduct myself in a professional manner. If I conduct myself in a manner other than what is outlined herein, Children's has the right to terminate my association with Children's and/or limit future opportunities.

Signature _____

Date _____

Printed Name _____

Volunteer Services' confidentiality agreement is signed by every volunteer after orientation.

Volunteers are not able to share confidential information with people outside of the hospital.

A signed copy of this agreement is kept in each volunteer's file.

Volunteer Services takes confidentiality very seriously. Violation of this agreement could result in reassignment or termination.

HIPAA

What does
HIPAA stand
for?

- **Health Information Portability & Accountability Act.**

What does
HIPAA mean?

- HIPAA is a federal regulation that promotes and ensures the confidentiality of patient and family information. It is a means of defining who is authorized to access **Protected Health Information (PHI)**. It is required information that all staff and volunteers must be aware of.

What does
HIPAA mean
for a
volunteer?

- A volunteer hears, sees, and possibly reads protected health information (PHI) in which diagnosis, demographic/family information, and care issues are detailed. This information needs to stay with you: it is not to be shared with ANYONE else. This means your family, friends, & others outside of the hospital. When talking to other volunteers, please only share information relevant to their role with the patient.
- If you are working on a computer, access only the information that you are asked to work on. Do not forward any information via email outside of Children's.

Confidentiality & HIPAA

Who can you talk to about confidential information?

- Patient's Nurse
- Child Life Staff
- Volunteer Services

We want you to feel comfortable when sharing your experiences with people outside of the hospital. However, you may not use identifying information while doing so. Examples of identifying information include a patient's name, age, room number, diagnosis, etc.

Confidentiality & HIPAA

When working with children...

Please do not ask patients about the following confidential information:

- ❖ Their diagnosis
- ❖ Why they are in the hospital
- ❖ How long they have been here
- ❖ How often their family visits



Good topics for discussion:

- ❖ Pets/animals they like
- ❖ Games they like to play
- ❖ Favorite TV shows or movies
- ❖ Activities they like to do

