

BRIDGEHAVEN CONFIDENTIALITY GUIDELINES

Bridgehaven serves people in a variety of ways. In each setting, confidentiality is of **utmost importance**. Each time a person enters the office or calls for information, he or she can be assured that all discussions are strictly confidential. The following guidelines must be considered of extreme importance by all staff and volunteers of Bridgehaven.

1. No one may have access to records, files, correspondence, or staff knowledge of individuals without special permission from the director.
2. No information about a client is to be given to anyone but that client.
3. Written consent from the clients must be obtained for Release of Information in a referral situation.
4. An attempt must be made to conceal clients' names in the reception/business areas when other clients are present.
5. Client files or intake forms must **never** leave the office.

To emphasize this further, the following will help you understand when confidentiality is broken:

1. When any information of any kind concerning a client is given over the phone to anyone without written consent of that client.
2. When test results are given over the phone. (It is impossible to have identification of an individual on the phone.)
3. When a client is called by name in front of other people.
4. When a client is in the waiting room and someone comes into the office that he/she knows. This may be out of our control, but please separate clients into the two rooms as soon as possible. Never meet with them together unless they request it.
5. When staff tells about their "day at the office" and use the client's name.

I have read the Confidentiality Guidelines. My signature below indicates my understanding and acceptance of these policies. I further understand that failure to keep confidentiality is a serious breach of trust.

Signature

Date