



POLICY AND PROCEDURE MANUAL

AREA OF HOSPICE OPERATIONS: HEALTH, SAFETY, QUALITY & RISK

POLICY	Privacy – Employees, Volunteers, Patients & Clients	APPROVED BY	HGT BOARD EXECUTIVE DIRECTOR
PROCEDURE			
DATE ISSUED	April 27TH 2016	REVISED	August 23, 2016

PREAMBLE

HGT is committed to respecting privacy and protecting personal information. The handling of personal information by HGT is governed by the Personal Health Information Protection Act (PHIPA).

All information concerning staff, volunteers, patients and clients including their names, addresses and telephone numbers shall be kept strictly confidential by Hospice Georgian Triangle, its staff and volunteers, unless permission is obtained to release such information.

POLICY STATEMENT

- HGT respects all employee, volunteer, patient and client privacy and complies with all legislative requirements regarding its protection. Personal information gathered by HGT is held in the strictest confidence and is protected by industry standard best practices.
- HGT will never share personal information about its employees, volunteers, patients or clients with any outside parties.
- Personal information means information about an identifiable individual such as an individual's home address, age, education and income. Personal information does not include the name, title, business address or business telephone number of an employee.
- Patients and families have the right to the name, profession or title of the staff and volunteers involved in their care.
- Personal information will be used only for the purpose for which it was given – providing information about career and volunteer opportunities, programs, services, special events and funding needs.
- Employees, volunteers and others associated with HGT are bound by Confidentiality Agreements.



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- At HGT, protecting the privacy of our patient's and client's personal health information is an essential component of our commitment to treating them with dignity, compassion and social responsibility.
- We collect personal health information about patients and clients directly from them or from another person acting on their behalf, and we take steps to ensure that everyone who performs services for the Hospice protects their privacy and only uses personal information for the purposes with which it has been consented.
- Staff, board members and volunteers involved in fundraising often are privy to personal information about a donor's giving history, family, wealth and assets. They understand it is vital to donors and the organization that they keep this information confidential. See separate Donor Privacy Policy.
- We have security measures in place to ensure that personal information is protected from theft, loss, and unauthorized access. We conduct audits and complete investigations to monitor and manage our privacy compliance.

RELATED POLICY OR FORM

Donor Privacy