



Shascade

COMMUNITY SERVICES INC.

Serving People With Disabilities Since 1960

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PROCEDURE TO ENSURE CLIENT CONFIDENTIALITY

Confidentiality guidelines are set to prevent disclosure of information regarding a client's educational, emotional, and/or clinical history to undesignated persons or agencies. Confidentiality is a client's right by law. If a person does not honor the laws regarding confidentiality, there are fines and penalties that may be brought against them (see Section 4515, Welfare & Institutions Code, regarding Confidentiality and Disclosure).

OFFICE PROCEDURES

1. Label all reports or memos regarding a client "Confidential".
2. Keep all memos, reports, or letters with a client's name face down when you leave your desk.
3. Client rosters, lists, or materials identifying clients by first and last names should not be pinned on bulletin boards or left where they may be seen by unauthorized persons.
4. File clients' records reports and other identifiable information in locked cabinets at the end of the day.
5. Client files are not to be taken from the building. If there is a medical emergency, the Emergency Information Face Sheet and the Application for Services Form are to be taken with the client requiring medical treatment.
6. When reports or information are sent out to other agencies or interested persons, notations should be made in the client's file designating the date and circumstances under which the disclosure was made. A signed release form shall be on file prior to releasing any information.
7. When reports or memos are being thrown away that have a client's full name on them, the reports should be shredded.

RELEASING INFORMATION WITH CLIENT'S CONSENT

1. With written consent from a client or his/her conservator, Shascade Community Services, Inc. (SCS) can release information to an outside agency. Only materials and reports prepared by SCS will be released. The names and addresses of those sources who have submitted information and or reports will be supplied upon written request to SCS.
2. Information may be released to relatives or care providers of a client only when there is a signed release from the client or the conservator of the client.

RELEASE OF INFORMATION WITHOUT CLIENT'S CONSENT

1. To the Courts when required by a valid Court Order.
2. To the attending physician in medical emergencies.
3. Information may be released to a client's conservator without consent if a copy of the legal documents is on file.

CLIENT'S ACCESS TO REVIEW PERSONAL RECORDS

Clients may review their personal records at any time by notifying the SCS Coordinator for the program in which they are enrolled.

DISCUSSION OF CLIENT INFORMATION

Talking about a client outside of the facility is a serious breach of client confidentiality. Discussion regarding a client and or his/her program should take place privately and include only the staff or persons directly involved in the client's program.

ANY BREACH OF THESE GUIDELINES MAY BE CONSIDERED CAUSE FOR DISCIPLINARY ACTION.