

KMHC Medical Records Procedures

Patient's personal information and medical history is contained within individual medical records. Confidential medical records are maintained at the Kateri Memorial Hospital Centre by the Medical Records Department. Medical records are the property of the KMHC and are only used by the Community Health Unit nurses, Outpatient/Inpatient department nurses, physicians and medical consultants for the purpose of treatment to patients. All of these staff members are subject to rules governing medical records (legally bound by professional privilege and confidentiality).

The Medical Records Department (MRD) ensures confidentiality by;

1. Keyless entry pads have been installed on three of the doors. Only certain authorized staff has access to the entry codes.
2. Charts are pulled only if the date of birth is indicated next to the name requested on the daily list to ensure that the correct file is pulled.
3. Patient identification is checked when charts are signed in, to ensure that correct documentation is in the correct chart.
4. The Incoming fax machine is isolated – only MRD staff and evening/Saturday clinic receptionist have access regarding results coming in. Medical documentation is always mailed, never faxed, to third party requestors.
5. Birth notices are sent to the Community Health Unit within the hospital confidentially, i.e. stapled closed.
6. Limited information may be given regarding telephone requests. Staff must ensure by obtaining a call back number before information is given. (date of last physical exam and name of physician)
7. Releases of information – only original authorizations are accepted. Only specified information is released. Results are only given to patients themselves. MRD ensures appropriate contact person is made aware of request for information.
8. Chart review – patient must provide their hospital card or Medicare card as proof when presenting for appointment with MRD manager.
9. Charts are not given to patients. They are brought to the front desk to ensure proper registration, identification and updating if needed.
10. Staff have signed the oath of confidentiality and do not discuss patient information outside of department as necessary, or outside of hospital duties regarding past or present patients.
11. Housekeeping duties for the department are done during regular MRD hours, when MRD staff is/are present in the room.
12. Outside workers (ex. Electricians) are escorted by Plant Manager, or a designated person.
13. All documentation to be discarded is done by shredding.
14. Second, Third chart volumes and past inpatient admission files are stored in the archives room with access limited to MRD and IPD ward clerk staff only.

Access to patient records

No one can have access to a user's record except with the authorization of the user or the person who can give permission on their behalf, except as provided by law.

KMHC adheres to the Ministry Guidelines and Laws as follows but not limited to;

Act respecting Access to documents held by public bodies and the protection of personal information

Act respecting health services and social services.

Youth Protection Act

Charter of human rights and freedoms

Code of Ethics of Physicians

College of Quebec Physicians (ALDO 2010)

KATERI MEMORIAL HOSPITAL CENTRE
PERSONNEL POLICIES

<p>PREPARED BY: Board of Directors subcommittee for Personnel Policy</p>	<p>POLICY: PERSONNEL</p>	<p>EFFECTIVE DATE: August 19, 1998</p>
<p>APPROVED BY: Board of Directors</p>	<p>TITLE: CONFIDENTIAL INFORMATION Article 25.0</p>	<p>REVIEW DATE: _____ _____</p>

It is the policy of K.M.H.C. to recognize and respect the rights to privacy of patients, employees and privileged information concerning K.M.H.C. business. Failure to comply and maintain confidentiality will result in disciplinary action. Any confirmed disclosure of confidential information is a serious violation and can result in dismissal.

Confidential/privileged information of K.M.H.C has been defined as follows:

- clients' diagnoses/information
- medical charts and their contents
- personnel information pertaining to any of the matters listed herein (i.e. performance appraisals, disciplinary issues, personal information, personnel files, etc.)

Note: The affected staff member with other staff, not clients, may share performance appraisals and disciplinary issues, if he/she deems that they can benefit from his/her experience, otherwise these are confidential.

An employee may also agree in writing to waive all or part of the confidentiality associated with their personnel information.

- private staff telephone lists (i.e. residential phone numbers used for hospital centre business are not to be shared with the public)
- material located in outpatient department mailboxes

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- personal problems of staff/client (e.g. individuals health, family problems, etc.)
- completed incident reports
- telephone messages in switchboard area
- records and minutes of the Council of Physicians, Dentists and Pharmacists and each of its committees are confidential
- information pertaining to senior/middle management and board level decisions that have been identified as confidential
- incoming and outgoing faxes

All patient and privileged hospital related information, noted above, gained in the performance of duties as an employee or volunteer is considered confidential. All employees are obliged to sign a confidentiality agreement upon employment.