

PRIVACY PROTECTION FOR CLIENTS AND EMPLOYEES

CBI Home Health has a strong commitment to keeping our clients' health and personal information safe and secure as well as your personal information. In order to accomplish this, all employees of CBI Home Health are required to follow our privacy policies at all times.

When you are out in the community, ensure you follow CBI's privacy policies:

CONFIDENTIAL INFORMATION:

- Keep all confidential information in a bag with a secure closure (timesheets, schedules, care plans, etc.).
- Never take a schedule out of your secure bag when you are in a client's home.
- Only review schedules where you can do so without the risk of anyone else seeing its contents.
- Always keep your secure bag with you at all times. Never leave it in the car.
- When picking up your schedule from the office, ensure you have either brought your old schedule in for shredding or you have shredded it at your home. Do not store client schedules or other client information for any reason.
- Ensure you have your secure bag with you when you come into the office to pick up your new schedule so you can place it securely inside your bag.
- Only fax your timesheets to the office if you have to in order to meet the time deadlines. Make sure you follow the protocols set out to ensure confidentiality. Otherwise, drop them off either in the drop box located at street level or bring them upstairs to the office.
- Use as few timesheets as possible. Use IVR whenever possible for all of your clients.

COMMUNICATION:

- Never speak on the phone about a client where another client, friend, family member etc. can hear you. Ensure you are in a private location.
- Never talk about your clients with your family or friends, in another client's home or in a public venue.
- Speak only with your Community Supervisor or your Coordinator about your clients.

TRAVEL:

- Never take anyone to a client visit with you in your car even if they just sit outside. They should not know where our clients live.
- Never accept a ride to a client's home by a friend, family member, etc.

PERSONAL INFORMATION:

- Never give your personal phone number or any personal information about yourselves to your clients.

Following these policies and practices will ensure you keep your clients and your own information safe. If you do hear of a breach (loss of information), see a privacy breach or experience a privacy breach, please call the office immediately so we can assist you in following CBI procedures and retrieve any lost information as soon as possible. We appreciate your attention to privacy in all that you do.