

LYELL McEWIN REGIONAL VOLUNTEER ASSOCIATION INC

POLICY & PROCEDURES DOCUMENT

POLICY TITLE:

CONFIDENTIALITY - PATIENT INFORMATION IN PLAYROOM

POLICY NUMBER: 10.1

POLICY STATEMENT:

In order to preserve the privacy of personal information processed by Volunteer Association personnel, the handling of all information by the Volunteer Association shall be done in accordance with section 64 (1) of the SA Health Commission Act and the Code of Fair Information Practice

EXPECTED OUTCOMES:

- ✓ Confidential Information shall be handled in accordance with overriding Government guidelines which govern CNAHS
- ✓ Clear guidelines shall exist to direct Volunteer Association personnel in how to deal with confidential information
- ✓ The privacy and integrity of clients using the Playroom area shall be maintained

PROCEDURES (To implement Policy):

1. When registering to use the Playroom facilities, clients / visitors will be asked to provide a range of personal details. This information will be treated as **strictly confidential** and should be available *only* to Playgroup volunteers responsible for signing children in and out of the area and not divulged to any third party.
2. In the case of a parent needing to be contacted either during a hospital visit or prior to or following a visit to the hospital, the Playroom Key Volunteer or a member of the Association's staff shall be responsible for making this contact.
3. At the end of each day, it is the responsibility of the Playroom Key Volunteer to ensure that all personal and confidential details are stored securely in the playroom area.

Dated : 21st April 1999

Last revised March 2010