

Privacy, Confidentiality & Information Security Agreement



Ballarat Health Services (BHS) is obliged under the Health Records Act 2001 to protect information relating to patients, clients and staff. This obligation extends to BHS employees, non- BHS researchers, contractors, volunteers, consumer representatives, students and partner organizations.

Confidential information

May include information relating to:

- **Patient, clients and/or family members** *ie. medical records, clinical systems, verbal*
- **Employees, contractors, volunteers, students** *ie. salaries, employment records, disciplinary actions*
- **Business information** *ie. financial records, reports, contracts, computer programs, meeting minutes*
- **Operations improvement, quality assurance, peer review**
ie. reports, presentations, survey results

Examples of Breaches of Privacy (WHAT YOU SHOULD NOT DO)

Accessing information that you do not need to know to carry out your role:

- Unauthorised reading of a patient's medical record or an employee file.
- Accessing your own medical record or pathology results or that of family, friends or co-workers.

Divulging personal information without individual's consent:

- Discussing or "gossiping" about patient details in situations unrelated to direct patient care.
- Conducting a conversation relating to patient or staff information in a public place.
- Telling a relative or friend about a patient or staff member you had seen.

Sharing, copying or changing information without authorisation:

- Making unauthorised changes to a patient's medical record or employee file
- Copying and forwarding patient or staff information to a third party without consent.

Sharing your password or using another person's password:

- Telling a co-worker your password or using a co-worker's password
- Unauthorised use of a password to access confidential information which you do not have access to
- Leaving a secure information system unattended while logged on

Privacy, Confidentiality and Security Agreement

1. I will only access information I need to undertake my role at BHS.
2. I will not misuse, disclose, copy, release, alter or destroy any confidential information unless it is part of my role. If it is part of my role to do any of these tasks, I will follow the correct procedure.
3. I will not disclose my personal computer passwords.
4. I acknowledge that my access to confidential information, my private electronic messages and my use of passwords and computers may be audited with good cause.
5. I acknowledge that it is the role of the Chief Executive (or authorized delegate) to represent BHS in all discussions with the media.
6. I will not remove confidential information (eg. medical records, photocopied patient forms or electronic data) from BHS unless it is an authorized work practice.
7. I will report any activities to my line manager that I suspect may compromise the confidentiality of information. I understand these reports, made in good faith, will be held in confidence to the extent permitted by law.
8. I will wear my BHS identification badge at all times whilst on BHS premises.
9. I will protect the privacy of BHS patients and employees.

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10. I will comply with BHS policies; POL0003 *Privacy & Confidentiality* and POL0185 *Information Security*.
11. I am responsible for my use or misuse of confidential information.
12. I understand my obligations under this agreement will continue after the termination of my role at BHS.
13. I am aware that failure to comply with this agreement may result in the termination of my role at BHS and/or civil or criminal legal penalties.

I agree that I have read, understand and will comply with this agreement:

Signature: _____	Date: _____
Print name: _____	Dept: _____
<i>For non BHS employees:</i>	
Organisation: _____	Phone: _____
Address: _____	

Further information

If you have any questions or concerns relating to privacy, confidentiality or security of information contact; Manager, Health Information Services on 5320 4861.

Based on Barwon Health Privacy, Confidentiality & Security Agreement, with thanks.

Health Information Services

Developed January 2010; Revised August 2010; Revised February 2015. Revised February 2018. Revised December 2019.