

This agreement covers all Bass Coast Health Board Members, employees, contractors, volunteers, students and all other persons with involvement with Bass Coast Health.

Bass Coast Health (BCH) is obliged under the Health Records Act 2001 to ensure that it complies with relevant privacy, confidentiality and security legislation – to protect our clients, our staff and our organisation. As part of this, individuals are required to understand their obligations and responsibilities, including what it means to maintain privacy, confidentiality and security of information, and what it means to sign this agreement.

All persons who come into contact with, or have access to, confidential information through BCH have a responsibility to maintain the privacy, confidentiality and security of that information.

Confidential information may include information relating to:

- **PATIENTS AND/OR FAMILY MEMBERS** – such as medical records, conversations and financial information
- **EMPLOYEES, CONTRACTORS, VOLUNTEERS, STUDENTS** – such as salaries, employment records, personal data, competency, and disciplinary actions
- **BUSINESS INFORMATION** – such as meeting minutes, agendas, financial records, reports, memos, contracts, computer programs, technology
- **THIRD PARTIES** – such as vendor contracts, computer programs, technology
- **OPERATIONS IMPROVEMENT, QUALITY IMPROVEMENT, RISK MANAGEMENT, PEER REVIEW** – such as reports, presentations, survey results

To assist Bass Coast Health in complying with relevant legislation, (Health Records Act 2001, Information Privacy Act 2000, Freedom of Information Act 1982), the following policies and procedures have been implemented. These documents are available via PROMPT. All persons to whom this agreement pertains should familiarise themselves with these policies and procedures and ensure their work practices are compliant as required.

All personnel:

- [Confidentiality & Privacy of Personal Information](#) (ORG-P 4.2)
- Student Placement Policy
- [Information Technology – Acceptable Use](#) (ORG-I 3.12)
- [Information Technology – Operational and Security Management](#)(ORG-I 3.11)
- [Freedom of Information and Subpoena Requests](#) (ORG-C 3.2)

Family Resource Centre

- [Family Day Care – Educator Confidentiality & Privacy](#) (FRC-F 3.4.4)

Residential Aged Care

- [Privacy and Dignity](#) (RAC 3.6.1.0)
- [Privacy & Dignity](#) (GPL–P 3.0)

If you have any questions or concerns relating to privacy, confidentiality or security of information whilst at Bass Coast Health, contact:

Human Resources Manager
Bass Coast Health
Phone: 03) 5671 3151

Examples of breaches of confidentiality

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

- Unauthorised reading of a patient's medical record or an employee or student file.
- Random searching of BCH database for familiar names and details, such as phone numbers.
- Accessing information on oneself, family, friends, co-workers, colleagues, classmates.
- Reading pathology results of self, family, friends or co-workers, colleagues, classmates.

Divulging personal information without the individual's consent:

- Discussing or gossiping about patient details in situations unrelated to direct patient care.
- Conducting a conversation relating to patient, student or staff information in a public place.
- Telling a relative or friend about a patient, student or staff member you have seen.
- Discussing confidential information in a public area such as a waiting room, public corridor or dining room.

Sharing, copying or changing information without proper authorisation:

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

Sharing your password:

- Telling anyone your password so that they can access your work.
- Telling an unauthorised person the access codes for employee/student files or patient accounts.
- Using unauthorised shared passwords.

Using another person's password:

- Using some-one else's password to log in to the BCH computer system.
- Unauthorised use of a password to access employee/student files or patient accounts.
- Using a co-worker's/student's application for which you do not have rights after he/she is logged in.

Disclosing patient information without following BCH guidelines:

- Faxing without including an appropriate fax cover sheet that includes a disclaimer.
- Sending unsecured emails.
- Sending information to home computers via email.

Leaving a secure information system (i.e. system that is password protected) unattended while logged on:

- Allowing a co-worker/colleague/classmate to use a secure system for which he/she does not have access after you have logged in.

Use of Social Media (both Business & Private Use)

- You must not do anything that may adversely affect your standing as an employee of BCH
- You must support a workplace free of discrimination, harassment and bullying

Agreement

As part of my position/employment/clinical placement at Bass Coast Health I agree to the following:

- I WILL ONLY collect, access and utilise information that is necessary to perform my professional duties.
- I WILL safeguard and NOT misuse or be negligent with confidential information.
- I WILL NOT disclose, copy, release, sell, loan, alter or destroy any confidential information unless it is my professional duty. If it is my professional duty to perform any of these tasks, I will follow the correct guidelines outlined in the appropriate Bass Coast Health policy and procedures.
- I WILL NOT remove confidential information from Bass Coast Health unless it is an authorised work practice. I understand that this includes sending data via external email or fax unless I follow the policy pertaining to faxing of information.
- I WILL NOT disclose any passwords and will only use shared passwords in authorised situations.
- I ACCEPT responsibility for all activities I have undertaken using my password, and those activities undertaken by persons to whom I have provided my password.
- I KNOW that my access to confidential information may be audited.
- I WILL NOT disclose Bass Coast Health building entry codes to, or share my Security Swipe Card with, unauthorised people.
- I WILL report any activities to my manager/supervisor/educator 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.
- I WILL endeavour to wear the appropriate identification badge at all times whilst on Bass Coast Health premises.
- I WILL protect the privacy of Bass Coast Health clients and employees.
- I AM RESPONSIBLE for my use or misuse or wrongful disclosure of confidential information.
- I AM RESPONSIBLE for my failure to safeguard access codes or other authorisation enabling access to this information.
- I UNDERSTAND my obligations under this Agreement will continue after termination of my employment.

I am aware that failure to comply with this agreement may result in disciplinary action, the termination of my employment, clinical placement or association with Bass Coast Health and/or civil or criminal legal penalties.

By signing this, I agree that I have read, understood and will comply with this agreement:

Signature	
Name (print)	
Witness Signature	
Witness name (print)	
Date	
Department	

Once document has been signed:

COPY: To be held by the individual covered by this agreement, *if requested*.

ORIGINAL: To be held in the relevant persons' file, record or contract.