

**CATHOLIC CHARITIES
AGENCY POLICIES AND PROCEDURES**

Policy Name:	Confidentiality & Privacy Protection
Domain:	Client Rights 8.8
Policy Location:	www.archindy.org/intranet/shared/cci/index.html
Effective Date:	2001
Dates of Revision:	03/04; 04/07; 3/10; 7/13, 10/16, 10/19, 6/23, 6/24
References:	HIPAA policies and practices; Case Records, Authorization for PHI/EPHI Use/Disclosure form; Security of Information; Technology-based service delivery

POLICY: Catholic Charities protects the confidentiality of information about clients and assures a protective role regarding the disclosure of confidential information. CC adheres to all applicable confidentiality laws and regulations. This policy applies to all CC personnel including paid staff, ongoing volunteers, interns, and independent contractors.

PROCEDURES FOR THE DISCLOSURE OF CONFIDENTIAL INFORMATION:

When CC receives a request for confidential information about a client, or when the release of confidential information is necessary for the provision of services, prior to releasing such information, CC will:

1. Determine if the reason to release information is valid (Valid means legitimate, legally permissible, and in the best interest of the client.)
2. Obtain the client's informed, written authorization to release the information using the CC Authorization to Release Information form.
3. Obtain informed written authorization from a parent or legal guardian in the case of a minor or special needs adult.
4. The CC Authorization to Release Information form must be fully completed and must include the following required elements:
 - a. name of the person whose information will be released.
 - b. the signature of the person whose information will be release, or the parent or legal guardian.
 - c. the specific information to be released.
 - d. the purpose for which the information is to be used.
 - e. the date the release takes effect.
 - f. the date, or condition upon which the consent expires.
 - g. the name of the person(s) or organization(s) that will receive the disclosed information.
 - h. The name of the person or organization that is disclosing the confidential information.
 - i. acknowledgement of a person's right to revoke authorization at any time except to the extent that action has already been taken.
 - j. acknowledgment regarding the conditions under which future disclosures are not protected.

5. Offer a copy of the signed CC Authorization to Release of Information form to the person authorizing the disclosure of confidential information and place a copy in the case record.
6. Obtain legal counsel regarding the confidentiality of records and the conditions under which they may be subpoenaed.
7. When required by law, regulation, or court order, release confidential information without the authorization of the client/legal guardian. (However, the client/legal guardian should still be informed that the information will be released.)

OTHER PROCEDURES FOR PROTECTING CONFIDENTIALITY:

8. If CC personnel receive confidential information from a third party in error, not pertaining to a CC client, CC personnel should immediately notify the sender, forward to the appropriate recipient, and shred or return the material pending confirmation with the sender.
9. Send or fax confidential information using a “confidential stamp” or cover sheet with a confidentiality statement in accordance with the Health Insurance Accountability Act (HIPAA).
10. Ensure no material will be posted or visible in a public location with client names or other identifying information.
11. Permit communication among personnel involving confidential information on an as needed basis and in a secure location only.
12. Provide clients a summary of confidentiality rights prior to being served.



David J. Bethuram
Executive Director

9/12/2024

Date