



## CONFIDENTIALITY - PANEL MEMBERS

### PURPOSE

This policy refers to the importance and necessity of *confidentiality* and *privacy* within the workplace regarding documentation and matters pertaining to MHR, MHR Clients and Clients' patients.

It ensures that **confidentiality** and **privacy** are maintained and protected at all times.

### SCOPE

- All Panel Members working at a MHR client/MHR office.

### DEFINITIONS

Term	Definition for the purpose of this policy
<b>Company Confidential Information</b>	<i>Company Confidential information</i> is more classified than 'Public' information. A negative impact could occur for MHR if such information is disclosed. <i>Examples include, but is not limited to:</i> Internal policies and procedures, Strategies, Branding information, Client Service Level Agreements, Company tariffs, Budgeting and financial information, Any time-sensitive business and financial data, e.g. Company financial results and pending acquisitions, etc.
<b>Confidential Information</b>	<i>Confidential information</i> is <i>private</i> or <i>sensitive</i> in nature. It includes any <b>Personal Information</b> concerning a MHR client/Clients' patient/Co-worker at MHR/Clients as per the definition of personal information below.
<b>Consent</b>	The voluntary and clear expression of will through which a person indicates that he/she consents for a photograph to be taken of him/her or for the processing of his/her Personal Information.
<b>Personal Information</b>	Any <i>identifying information</i> associated with a person such as a name, identification number, contact details (Address, cell phone number, email address etc.) <b>or</b> <i>information specific to the physical, physiological, genetic, mental, economic, cultural or social identity of a person</i> (such as race, gender, marital status, nationality, health record/history/disability, educational background, job title, CV, references, financial and pay details, etc.).

### POLICY STATEMENT

It is important that panel members consider **any** information pertaining to MHR, MHR Clients and Clients' patients, as **privileged** information and handle information with **strict confidentiality** as per the guidelines below.

Disciplinary procedures will be implemented when a panel member is non-adherent to this policy.

## PATIENT CONFIDENTIALITY

### Understanding patient privacy

- According to the national Patients Rights' Charter, every patient has the right to confidentiality and privacy. Patient privacy refers to the right of patients to determine when, how and to what extent their health information is shared with others.
- It involves maintaining confidentiality and sharing protected patient information only with healthcare providers and related professions who need it to take care of the patient.
- Patients have the right to determine how their health information is shared.

### What does MHR classify as patient information?

- Clinical information or medical history.
- Personal information and contact details.
- Medication information and any medical results such as laboratory and radiology, etc.
- Images of a patient in the hospital (Written confirmation must be obtained if a patient is photographed or filmed).

### What does this mean in the work environment?

- Keep all discussions with patients private or at a lower volume in shared rooms.
- Keep all clinical records stored safely so that they cannot be seen by anyone passing by (*according to the client's policy*).
- Clinical discussions regarding patients may not take place in public areas.
- Do not release any information regarding a patient to anyone who is not a close family member of the patient. Information may only be shared upon a patient's consent.
- Do not allow photos to be taken of any patient without the patient's signed consent.

## CONFIDENTIALITY AT A MHR OR CLIENT OFFICE

The nature of the business conducted at MHR or MHR's Clients, necessitates that there be a constant flow of confidential information. Panel members are required to adhere to the guidelines below when working in a MHR or MHR Client's office.

	Guidelines
1	Company system passwords may not be shared with colleagues.
2	Always lock Computer/Laptop screen when not at a workstation.
3	At the close of business, all documentation must be put away for safekeeping as per MHR or Client requirements.
4	Confidential documentation must be kept in a drawer, cupboard or cabinet that can be locked.
5	Conduct telephone calls in a reasonable tone of voice. Make sure that confidential telephonic conversations are conducted in a private office/boardroom.
6	Do not discuss confidential information at a workstation and rather book a boardroom when there is a need to exchange confidential information.
7	Should a panel member happen to overhear a private or confidential conversation, the panel member is expected not to repeat the information to others.
8	<i>Confidential and Company information</i> (including company reports, tariffs, etc.) may not be shared with unauthorised parties or emailed to clients/employees' personal email addresses (including a panel member's own personal email address).
9	Outside of business hours, panel members are reminded that matters relating to MHR, MHR Clients and Client's patients are to remain private and confidential.

10	Confidential documentation, reports or files may not be removed from MHR or Client's premises without the permission and knowledge of the relevant manager at the client.
11	All panel members must sign the MHR ' <i>Undertaking of Confidentiality</i> ' form when they register with MHR.
12	MHR expects panel members who work at a MHR office or MHR hospital office to familiarise themselves with the ' <i>MHR Data Privacy</i> ' policy.
13	MHR expects panel members who work at a Client's office to familiarise themselves with the client's confidentiality policies.
14	MHR expects all panel members to maintain the privacy of <i>confidential</i> and <i>company confidential</i> information when they leave the services of MHR.

## ASSOCIATED DOCUMENTS

Document	Location
Undertaking of Confidentiality (Panel member)	MHR Branch office
Policies	Location
MHR Data Privacy Policy	Intranet/MHR Branch office
Client's Confidentiality/Data Privacy/Information Security policies	Client
Act	
<b>National Patients' Rights Charter:</b> <a href="http://www.hpcsa.co.za/Uploads/editor/UserFiles/downloads/conduct_ethics/rules/generic_ethical_rules/booklet_3_patients_rights_charter.pdf">http://www.hpcsa.co.za/Uploads/editor/UserFiles/downloads/conduct_ethics/rules/generic_ethical_rules/booklet_3_patients_rights_charter.pdf</a>	