



## Confidentiality of Bread for the City Client Information

Staff and volunteers will respect the highly confidential nature of client information.

As part of your responsibilities at Bread for the City, you may become aware of highly personal client information. You may have access to the client records, including medical charts, legal and social service case files, and food and clothing records and related client files on the Bread for the City client database. Any inappropriate release of client information may result in immediate suspensions.

Client information will not be discussed in public areas, nor client records left unattended in public areas.

All correspondence, reports, and other loose sheets with client information will be considered part of a client's records and treated confidentially.

Messages concerning client information may be left at clients' homes with family members or on an answering machine. The messages may not reveal any specific client information or the name of the organization, but only a request to return your call with your name and the phone number. If a client requests that no phone contact be made, or circumstances dictate extra caution with communication, contact will be entirely in writing or upon return to Bread for the City.

In general, a written release of information request or a court order is required to release client information. Verbal reports may be given to other human service providers when urgent information is needed. In the case of Medical records, they can be sent without written permission to health care facilities that the patient was referred to from the clinic. If the patient requests, they may receive a copy of his or her own medical record to transfer care or see a referral specialist. A notation as to where the information has been sent will be recorded in the medical chart.

If you are in doubt as to whether or not information should be released to a person requesting it, consult your supervisor.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_