



# Volunteer Services Competency Training

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## HIPAA, Confidentiality, and Patients Rights & Responsibilities



# Confidentiality Agreement

EXAMPLE



## *Confidentiality Agreement*

Each person who works, advises, or volunteers at Children's Hospitals and Clinics (Children's) is required to ensure confidentiality of information. It applies to all aspects of interactions at any Children's Hospitals and Clinics facility or function. Confidentiality must be maintained to past, present, and future information obtained by any means – oral (heard or discussed), paper (faxes, documents), and electronic (computer, PDA). Confidentiality extends to appropriate use of computer systems. Computer equipment and applications may be reviewed randomly for license compliance (all software licenses are to be filed with IT), system maintenance or appropriate use.

The obligation to maintain confidentiality pertains especially but not limited to the following:

- Patient and family information
- Information from the medical record – all requests for copies of the medical record are to be referred to Data and Record Services
- Business information, organizational documents or other sensitive information
- Media communication - need to be referred to the Communications Department

In consideration of your association with Children's and its affiliated entities, you (and your associates) agree, that during this time period and thereafter indefinitely, you shall not allow disclosure, direct or indirectly, of confidential information, obtained by any means, except where disclosure is required as part of your job or association, required by law, or with the written approval of Children's.

Furthermore, you agree that at the end of this association, you shall promptly return to Children's any and all confidential information disclosed to you that is written, electronic or other form. You will continue to hold confidential any unwritten or oral information subject to the terms of this agreement.

I understand any violation of this agreement may result in appropriate action.

I have read the above statements and agree to abide by the obligations of confidentiality in regards to for any and all information.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Sign Name

\_\_\_\_\_  
Today's Date

Sandy Bergeron, Director of Volunteer Services  
Children's Contact/Supervisor

*Volunteer Services Confidentiality Agreement*

❖ Volunteer Services' confidentiality agreement is signed by every volunteer at volunteer orientation.

❖ A signed copy of this agreement is kept on record in each volunteer's file.

❖ Volunteer Services takes confidentiality very seriously.

❖ Violation of this agreement could result in reassignment or termination.

❖ Volunteers are not able to share confidential information with people outside of the hospital or other volunteers.

# Confidentiality Agreement

A good way to  
remember  
confidentiality:



*What you  
see and  
hear here,  
stays here!*

# HIPAA

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What does HIPAA stand for?

*Health Information Portability and Accountability Act*



What does HIPAA mean?

*HIPAA is a federal regulation that promotes and ensures the confidentiality of patient and family information. It is a means of defining who is authorized to access **Protected Health Information (PHI)**, and families'/patients' rights to keep PHI from disclosure. It is required information that all staff and volunteers must be aware of.*

# HIPAA



What does HIPAA mean for a volunteer?

*A volunteer hears, sees, and possibly reads protected health information (PHI) in which diagnosis, demographic and family information, and care issues are detailed.*

*This information needs to stay with the volunteer. It is not to be shared with ANYONE else. This means your family, friends, and even other volunteers.*

*If you are working on a computer, access only the information you are asked to work on.*

*Do not forward any information via email outside of Children's.*

# Confidentiality & HIPAA

## Who can I talk to about confidential information?

- ❖ Patient's nurse
- ❖ Child Life staff
- ❖ Volunteer Services

We want volunteers to feel comfortable sharing their experiences with people outside of the hospital. However, volunteers may not use any identifying information while doing so. Examples of identifying information would include a patient's name, age, room number, diagnosis, etc.



# Confidentiality & HIPAA

## When working with children...

Please do not ask patients about the following confidential information:

- ❖ Their diagnosis
- ❖ Why they are in the hospital
- ❖ How long they have been here
- ❖ How often their family visits

Good topics for discussion:

- ❖ Pets/animals they like
- ❖ Games they like to play
- ❖ Favorite TV shows or movies
- ❖ Activities they like to do



# Patients Rights and Responsibilities

Children's Hospitals and Clinics of Minnesota is dedicated to making patients and families stay a comfortable and positive experience.



# Patients Rights and Responsibilities

## Rights...what families and their child can expect.

- Children's will provide an interpreter if you speak a language other than English.
- Children's will provide safe care.
- Children's will respect your cultural and spiritual values and your personal dignity.
- Children's will provide the names of physicians and other practitioners providing your care and treatment.
- Families will be involved in making decisions about your child's care, treatment, and services. You can request a care conference.
- Families can give written informed consent for treatment and can request or refuse treatment.
- Test and treatment are based on identified patient health care needs.
- Children's will provide privacy and confidentiality of information.
- Families can appeal a denial of payment by your insurance company.
- Patients age 18 years or older can complete a health care directive.
- Children's will provide effective pain management.
- Families can contact protective services for children or vulnerable adults.
- Families can file a complaint or grievance at Children's or with a state or federal regulatory agency.
- You can communicate freely.



# Patients Rights and Responsibilities

## Responsibilities...what Children's staff can expect from families and their child.

- Families will provide accurate and complete information about their child's health and needs.
- Families will ask questions when they do not understand information about their child's care and what is expected from staff.
- Families will follow the recommended treatment plans they have agreed to.
- Families will follow Children's rules and regulations about patient care and conduct.
- Families will show respect and consideration to other patients and families, staff, and property.
- Families will meet the financial obligations they have agreed to.
- Families will tell staff if they feel their child is unsafe or in pain.

