

RIVER VALLEY COUNSELING CENTER, INC.

POLICY/PROCEDURE # C30.02

SUBJECT: CONFIDENTIALITY OF CLIENT INFORMATION

DATE REVIEWED/REVISED: 10/15, 11/18

POLICY STATEMENT: All staff of RVCC will maintain a client's confidentiality to the full limits of the law.

PURPOSE: To insure that RVCC staff and clients understand the importance of confidentiality and the limits of confidentiality under law, which includes circumstances when confidentiality must be broken.

RESPONSIBILITY: All RVCC Staff

PROCEDURE:

- A. Upon admission, all clients are verbally informed of their rights regarding confidentiality and the limits of this confidentiality under law. They are also given this information in writing within the Consent to Treat Form. Clients and are asked to sign acknowledging understanding.
- B. It is the responsibility of the Primary Clinician/Case Manager doing the intake to ensure that each client is given a copy of the Client's Rights at the initial visit.
- C. Overriding issues for lawful breach in confidentiality include:
 - 1. If the client is not paying our full fee directly; the services are paid for in whole or in part by some other payor, which requires information to be given to the payor to justify our bills.
 - 2. If a person presents a clear and present danger to himself and refuses explicitly or by his behavior to voluntarily accept further treatment.
 - 3. If the client communicates to the staff an actual threat of physical violence against another clearly identified person.
 - 4. If a judge subpoenas the record, we must supply the record, but will ask that the judge weigh the damage to our ability to work with the client or ask that the judge not take the record. A lawyer may subpoena the record; no records are released without a court order.
 - 5. If a staff suspects a child, elder, or disabled person is at risk of abuse or neglect, the staff must file a report with the state agency identified to investigate allegations of abuse.

All paper copies are uncontrolled. Always refer to the electronic version

RIVER VALLEY COUNSELING CENTER, INC.

POLICY/PROCEDURE # C30.02

SUBJECT: CONFIDENTIALITY OF CLIENT INFORMATION

DATE REVIEWED/REVISED: 10/15, 11/18

- D. Once a breach of confidentiality has occurred in mandated report then:
 - 1. RVCC staff member will complete a critical incident report that is given to the program director and the Compliance Officer for review.
 - 2. A follow up call will be made to the client by the clinician and will be documented on a contact form in the medical record.

All paper copies are uncontrolled. Always refer to the electronic version