

DO'S and DON'TS of CONFIDENTIALITY

Do Release Information

- To protect others who are threatened by a client
- To prevent maltreatment of certain populations, i.e. children, aging
- To protect the client if they are a danger to self
- If you think a crime is being planned
- If you are court ordered
- If the law and/or regulations authorizes it
- If the client authorizes it in writing

Don't Release Information

- By discussing cases with family, friends, or colleagues
- By leaving records or reports lying around your work area unsecured
- By talking on your cell phone in public
- Without an accompanying confidentiality statement
- By inadvertently leaving your computer screen on
- By leaving schedules and appointment logs with client names in the open
- By leaving case messages on voice mail or answering machines for prolonged periods
- By discussing cases with your clients in hallways or other public places
- Because you don't have computer security in your offices
- By leaving records to be expunged in places accessible to others or unsecured
- By taking records home and losing them