

Educational Case Management

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MULTI-DISCIPLINARY TEAM OF PROFESSIONALS

PSYCHOLOGY

SPEECH PATHOLOGY

OCCUPATIONAL THERAPY

Privacy and Dignity

Outcome: Each participant accesses supports that respect and protect their dignity and right to privacy.

To achieve this outcome, the following indicators should be demonstrated:

- Consistent processes and practices are in place that respect and protect the personal privacy and dignity of each participant.
- Each participant is advised of confidentiality policies using the language, mode of communication and terms that the participant is most likely to understand.
- Each participant understands and agrees to what personal information will be collected and why, including recorded material in audio and/or visual format
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Client's rights for privacy, confidentiality and access to information should be respected in relation to service provided and case notes recorded. Client's rights for privacy and confidentiality also need to be respected.

Privacy

Educational Case Management service providers will:

- Recognise the need for client privacy (and family) ensuring discussions to be always held within consult rooms and NOT in waiting room.
- Plan team meetings in the home only when it suits the client and their family/carers etc • Seek only the pertinent history required for developing appropriate therapy and intervention.
- Respect confidentiality.
- Ensure written consent is confirmed
- Ensure custody arrangements are always highlighted

Confidentiality and access to information

Client's confidential information is collected as part of the new referral process and initial consultation by Practice Manager. This information will NOT be released to any third party unless it is with the consent of the client (guardian if under the age of 18 years). Information regarding the client can only be released to other Allied Health professionals and those in the medical profession, professionals who may require the information as part of their role in caring for the client's wellbeing. Additionally, any private information must be released to the client at his/her request as in accordance with the Freedom of Information Act, 1982.

Educational Case Managers will ensure that:

- Client files on power diary and hard copy are maintained with appropriate security usernames with hard copies kept in locked filing cabinets. Keys are kept by Practice Manager.
- Client case notes recorded on the computer-shared drive are protected by user name and password, Power Diary and protected on share drive
- All clients have access to their records and are informed of this right.
- All reports have the following phrase: *'This information should not be circulated without the permission from the author. Information provided in this report is not intended to be shared with the client if deemed inappropriate &/or not appropriate at client's developmental stage &/or without professional interpretation*

Therapy Service

As part of providing a service to you, Educational Case Management Pty Ltd - Psychology, Occupational Therapy and Speech Pathology, needs to collect and record personal information from you that is relevant to your situation, such as your name, contact information, medical history and other relevant information as part of providing psychological services to you.

This collection of personal information will be a necessary part of the assessment and treatment that is conducted.

Purpose of collecting and holding information

Your personal information is gathered as part of your assessment and treatment, is kept securely and, in the interests of your privacy, used only by your psychologist and the authorised personnel of the practice (as necessary). Your personal information is retained in order to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service to you.

Consequence of not providing personal information

If you do not wish for your personal information to be collected in a way anticipated by this letter or the Privacy Policy, Educational Case Management Pty may not be in a position to provide the allied health service to you. You may request to be anonymous or to use a pseudonym unless it is impracticable for Educational Case Management Pty to deal with you or if Educational Case Management Pty is required or authorised by law to deal with identified individuals. In most cases it will not be possible for you to be anonymous or to use a pseudonym, however if Educational Case Management Pty Ltd agrees to you being anonymous or using a pseudonym, you must pay consultation fees at the time of the appointment.

Access to client information

At any stage you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation. The Clinician may discuss with you different possible forms of access.

Disclosure of personal information

All personal information gathered by the clinician during the provision of the allied health service will remain confidential except when:

1. it is subpoenaed by a court; or

2. failure to disclose the information would in the reasonable belief of the place you or another person at serious risk to life, health or safety; or
3. your prior approval has been obtained to provide a written report to another professional or agency. e.g. GP, NDIS or lawyer; or
4. discuss the material with another person, e.g. a parent, employer or health provider; or
5. disclose the information in another way; or
6. You would reasonably expect your personal information to be disclosed to another professional or agency and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected; or
7. disclosure is otherwise required or authorised by law.

Cancellation Policy

Unfortunately, we need to charge a cancellation fee (100% of the consultation fee) if you do not attend an appointment, or if you need to cancel within **TWO BUSINESS DAYS** prior to scheduled appointment. We have a wait list; hence your appointment could be allocated to someone else if we have enough notice.

Consent

When clients provide personal information to complete a transaction, verify your credit card, we imply that you consent to our collecting it and using it for that specific reason only. If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

Disclosure

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

Third Party

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions. For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers. In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. So, if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

Once you leave our location or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

When you click on links on our website, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

Security

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

If you provide us with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with an AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

Age of Consent

By using this site, you represent that you are at least the age of majority in your state, or that you are the age of majority in your state and you have given us your consent to allow any of your minor dependents to use this site.

Changes to the Privacy Policy

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions and Contact Information

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information to contact our Privacy Compliance Officer at clinicaladmin@ecmonhudson.com.

Client Records-security storage facilities

Educational Case Management Pty Ltd uses **Power Diary** system. Power Diary users -service providers and administration staff must enter their unique username and password details into the login page. The usernames and passwords for each user has been created under Educational Case Management Account. This information is NOT given to another person. The login and authorization of each user is processed over a secure and encrypted connection. The Practice Manager limits what each service providers and administration staff member can access within the account.

Activity Recording:

User activity within your Power Diary account is recorded. All service providers and administration staff members can see when a user logged in (including their computer's IP address) and exactly what they viewed and changed in your Power Diary Account. The Practice Manager has a range of filter options which allows her to search and view specific information such as which service providers and administration staff have accessed a client file, or have made or changed appointments etc. The system stores the past two months of activity.

Maximizing Security

Whilst Power Diary have in place significant measures to protect and maintain the safety and security of the data collected by Educational Case Management PL, no system, whether electronic or otherwise can ever claim to be absolutely secure. Power Diary relies on service providers and administration staff keeping ALL login details confidential. Service providers and administration staff **MUST NEVER** give Power Diary login information to anyone.

User Account Controls

To access the Power Diary system ECM professionals and administration staff must enter their unique username and password details into the login page. The login and authorisation of each user is processed over a secure and encrypted connection.

Data Transmission

The connection between your browser and our servers is protected so that information transferred is encrypted using 256 bit SSL technology. This prevents others from intercepting and reading any information during transit. Power Diary uses a Domain Validated Security Certificate which provides extra protection against someone attempting to impersonate our site.

Infrastructure and Design

Power Diary uses Amazon Web Services as their infrastructure provider which exceeds the standards defined by the HIPAA Security Rule, typically used as the international standard for the physical and electronic safeguards required for the management of Protected Health Information. Power Diary also has an AWS Business Associate Addendum in place.

Backup and Encryption

All Power Diary data is backed up hourly to separate storage devices, and an additional separate daily backup is made to AWS S3 storage. Monthly backups are retained for a minimum of 2 years. All data drives and S3 storage is encrypted using secure and industry compliant encryption technology.

Active System Monitoring and System Availability

Security systems monitor user behaviour in real time and identify any patterns that would indicate possible security threats. Any suspicious or unusual activity is flagged for immediate review by Power Diary technical team.

Compliance

Power Diary security and privacy measures ensures compliance with the relevant legislative and regulatory requirements in the main markets in which we operate; Australia, New Zealand, UK, Europe, South Africa, USA and Canada. This includes compliance with the GDPR, HIPAA and PIPEDA.

Power Diary monitor changes to regulatory environments and make system and policy adjustments as needed. Power Diary also complies with the relevant international laws and legislation concerning Data Privacy and Breach Notification Requirements including the circumstances, details, and timing of notifying affected users.

Policy review and version tracking			
Approved by	Date Created	Date Updated & Version No.	Review Date
ECM Management Standards 2019 https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared	14/02/2018	05/09/2019	05/02/2021
ECM Management Standards 2019 https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared	05/02/2021	05/02/2021	01/01/2022