



ecm

EDUCATIONAL CASE MANAGEMENT  
CLINICAL ALLIED HEALTH SERVICES

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SERVICING NEWCASTLE AND THE HUNTER VALLEY

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## Confidentiality Policy

**Educational Case Management (ECM)** Allied Health Professionals, management and administration staff acknowledges that breaching client's **Confidentiality** can result in a breach of duty. At ECM we comply with ECM Confidentiality Policy and Privacy and Dignity Policy along with the Australian Privacy Law.

**Educational Case Management (ECM)** Confidentiality Policy is designed to assure that information gathered by ECM Allied Health Professionals, management and administration staff over the course of client's assessment, treatment and overall services is used in an appropriate and secure manner.

**Educational Case Management (ECM)** gathers information that allows Allied Health Professionals to make an informed and professional decision as to the most appropriate assessment and treatment methods to be used. This information will include basic demographic data (e.g. name, date of birth, address, etc), as well as other information that is deemed relevant.

This can include the following:

- Referral Information including source
- Nature of the presenting problem
- Attendance duration
- Areas of behaviour related to the presenting problems;
- A history of the presenting problem;
- Specialist Reports
- A family history of relevant information; and
- Information deemed necessary to make an informed clinical judgement about the nature of the presenting complaint and other relevant factors
- where information is used for statistical purposes (no identifying information is made available).

**Educational Case Management (ECM)** information gathered over the course of assessment and treatment remains confidential. There are several notable exceptions, however, to this confidentiality:

- Information may be shared during Clinica Supervision and Clinical Meetings- often with the focus to optimise interventions offered to client

- In the event that the clinician forms the professional opinion that either the client, or another individual is a risk for significant harm (self or others), a moral obligation may exist to act on this information with the aim of preventing such harm;
- In the event that a file is subpoenaed by the court;
- An Authority to Exchange Information form is provided with the client's signature and Specialist name/Clinic name is specifically noted
- An informed Consent allows for the exchange of specific information

**Educational Case Management (ECM)** holds all Client File and the Client Database information electronically on Zanda Healthcare management system (please refer to Privacy and Dignity Policy 2025). As Healthcare data security is a critical priority for ECM we can assure that Zanda's security is compliant to international standards

**Educational Case Management (ECM)** Requests for information needs to be made to ECM in writing. Once a request for information is received, ECM will conduct a thorough chart review and collate the information in an appropriate manner to ensure adequate and full understanding on the part of the requesting person.

**Educational Case Management (ECM)** Procedure for complaint/rectifying information is available to all clients. ECM on request will conduct a review of the information held by the Clinic and will make every effort to ensure that such information is accurate.

**Educational Case Management (ECM)** may detail your confidential information to be discussed with your Psychiatrist, Paediatrician, GP or another referral source (e.g. WorkCover) to provide a multidisciplinary treatment for you. We cannot disclose your Confidential Information until you agree that it can be released. ECM may elect not to release the Confidential Information if it has been requested in circumstances other than those listed in this Policy. ECM clinicians and staff can only use the Confidential Information in the agreed circumstances and disclosure to a third party on a need-to-know basis can only occur with written (signed) authority. Please note ECM clinicians are required to ensure the Confidential Information is kept confidential and to shred once it is no longer needed.

**Educational Case Management (ECM)** Privacy Policy refers to all communication via the internet or a mobile device- both processes considered vulnerable and limited by the security of the technology e.g. Zoom Video Conference has multi-layer security and end-to-end encryption.

If you have a concern about the management of your personal information, please do not hesitate to ask.

The national privacy principles ([www.privacy.gov.au](http://www.privacy.gov.au)), describes your rights and how your information should be handled. If you wish to make a formal complaint about the management of your personal information, you may do so with the Office of the Federal Privacy Commissioner on 1300 363 992.

### Policy review and version tracking

Approved by	Date Created	Date Updated & Version No.	Review Date
ECM Management Standards 2019 <a href="https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared">https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared</a>	05/02/2018	05/09/2019	05/02/2021
ECM Management Standards 2019 <a href="https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared">https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared</a>	05/02/2021	05/02/2021	01/01/2022
ECM Management Standards 2019 <a href="https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared">https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared</a>	05/02/2021	09/07/2022	09/07/2023
ECM Management Standards 2019 <a href="https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared">https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared</a>	05/02/2023	09/07/2024	10/12/2025