

# Eden Recovery Center Inc.

## Confidentiality Policy

Federal and State Confidentiality Regulations authorize disclosure of information regarding the identity, diagnosis, prognosis, or treatment of alcohol and/or other drug program resident/participants under specific guidelines. Eden Recovery Center Inc. shall adhere to the regulations stipulated in the Code of Federal Regulations (Title 42, Section 2.1 through 2.67-1), the State of California welfare and Institutions Code (Section 5326 through 5330) and other provisions.

Any information, recorded or not, related to a resident/participant or Eden Recovery Center Inc. is to be afforded full confidentiality as outlined in the above regulations. Exceptions to confidentiality are as follows:

1. If information about suspected child/dependent adult/elderly abuse or neglect is reported;
2. If resident/participants threaten to harm themselves or others;
3. If the Court orders that resident/participants information be released.
4. If the resident/participant gives written permission to release information; or
5. Disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit or program evaluation.

Violation of the Federal and State laws and regulations by a program is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurs.

Federal regulations allow information sharing among programs with Qualified Service Organization Agreements (QSOA's).

### **Procedures.**

1. All staff and volunteers shall sign an Oath of Confidentiality before they begin working with the Eden Recovery Center Inc.
2. The Confidentiality Policy and the exceptions to confidentiality must be explained fully to residents/participants at the time of intake.
3. Telephone Answering: program staff properly trained to do so will answer the telephones. All staff shall be trained to not acknowledge whether or not an individual is a resident/participant of the program. All inquiries regarding the individuals that are, or have been, or might be a potential resident/participant in the program should be treated with complete confidentiality, the caller shall be respectfully informed that this information cannot be acknowledged either way and that if they would like to speak to another staff person, the call will be transferred.

4. Resident/participants file access: Resident/participants files will be maintained in a locked office and file cabinet, which can also be locked. Information maintained in computers is protected by password.

5. Release of information: Information regarding a resident/participant may be shared to the extent that a release of information, signed by the resident/participants, permits.

6. No employee shall use or disclose privileged or confidential information gained in the course of work or by reason of his/her official position or activities.

7. Staff who fail to abide by the Eden Recovery Center Inc. Program's Confidentiality Policy are subject to termination of employment.

Staff Name \_\_\_\_\_

Staff Signature \_\_\_\_\_ Date \_\_\_\_\_