

Consumer Confidentiality & HIPAA Policy

Purpose: To provide a mechanism for maintaining consumer information in a private, confidential, and secure manner.

Policy: It is the policy of New Serenity Personal Care Services, LLC to protect all consumer information from unauthorized disclosure and re-disclosure.

Procedure:

- All consumer information will be kept in a locked file cabinet in a locked office.
- Information will be used solely for the purposes outlined in our program description/to assist consumers in meeting the goals of their service plan.
- Information will be released only when an authorization to release information has been signed by the consumer, or a qualified service agreement is signed by provider organization, or in the event that the consumer becomes a danger to him/herself or others, if the consumer is involved in a crime that falls under the “duty to warn” rule or a court order is issued for the consumer record.
- There will be no re-disclosure of consumer information

HIPAA

It is the policy of this agency as related to the requirements of the Health Insurance Portability and Accountability Act of 1996. To be approved by the Division of Aging, the provider’s policy must address each of the following:

1. All types of Protected Health Insurance (PHI) received shall be held shall be held and stored
2. All PHI received or maintained will only be used for its intended purpose.
3. PHI will not be shared either within the company or outside the company unless it is with an individual who needs that information in order to deliver services, bill for services, or communicate with the consumer.
4. The PHI will be protected in whatever form it is received or maintained (i.e. electronically, paper, forms, etc.)
5. All employees with access to PHI will be trained on the company policy and the requirements of HIPPA Act.
6. Consumers have the right to see any PHI information received or maintained by the organization.
7. Should the organization become aware of breach involving PHI; there will be investigation, should findings be confirmed the violation may dealt with internally by the Agency Manager for appropriate action.