

## **Confidentiality of Client Personal, Financial, and Health Information**

**HIPAA:** The Health Insurance Portability and Accountability Act of 1996 (HIPAA) sets guidelines for health care organizations to maintain client confidentiality and privacy of medical records. HIPAA provides many details for medical doctor offices and hospitals to follow, even mandating that a computer screen cannot be in a high-traffic area where someone might walk by and see patient information.

**What Caregivers Need to Know About HIPAA:** Clients receiving senior care services may have medical records and medical instructions from their doctor, including medications. This information remains private to the caregiver.

**Personal Information:** As senior care involves staying with a senior in their home, it will be natural to hear personal information about the senior's family and friends. Maintain confidentiality of any information you hear or which the senior may share with you. Just as when you work for any company, the company information remains confidential, so does your senior's personal information remain confidential.

**Financial Information:** Money matters of a client should remain confidential. Remember that seniors can become especially sensitive about money issues. This is because most seniors are no longer earning income but rather living on a fixed income. Be mindful that they may have many emotional issues surrounding money. Do not discuss your financial issues with a client and simply change the subject if a senior you are caring for begins discussing finances with you.

- Do Not Share a Senior Care Client's Information with Others
- Verify Identity of Doctors, Pharmacists or Any Other Providers Who May Call and Refer them to the Care Manager
- DO NOT Get Involved in Information Transfers to a Medical Professional in Order to Protect Yourself
- Never exchange money with a senior client in order to protect both yourself and the client
- Personal information about your senior client remains confidential to you

**ALL MEDICAL INFORMATION SHOULD BE COMMUNICATED BY A SENIOR CARE MANAGER or the person with Power of Attorney for Healthcare**

**Steps for Following Client Confidentiality:**

1. Maintain Confidentiality of all Caregiving Information
2. Refer Anyone Requesting Information to a Care Manager
3. Remember: HIPAA GRANTS RIGHT TO PRIVACY
4. "Keep It to Yourself"