



## Frequently Ask Questions About Confidentiality

**1. *How are we doing with protecting the confidentiality of recipient information?***

We continue to work hard at WCHO to protect the confidentiality of all recipient information. Since the national privacy law, HIPAA, went into effect last year we have increased our monitoring.

**2. *Have there been any problem trends?***

It's too early to report on trends, but since we are now required to keep a log of any breaches of confidentiality, problem trends will be easier to identify and address.

**3. *Have there been any confidentiality breaches that have resulted in staff disciplinary action this past year?***

Unfortunately, yes. There have been a low number of confidentiality breaches that have resulted in various degrees of disciplinary action, everything from a verbal counseling to actual termination, due to a serious breach.

**4. *Has the electronic record made confidentiality more difficult to ensure?***

Ensuring confidentiality is just as simple and just as difficult with the electronic record, *Encompass*, as it has been with a paper record—it all depends on staff. However, what we can do now is track every “click” into a record, and can obtain a log of exactly who accessed that record, as well as when, and what was looked at.

**5. *What can I do if I have questions or concerns?***

Please call 544-3000 and ask to speak to the Rights Officer of the Day.

