

## P1A Confidentiality Policy

### Paddington Central Pharmacy Confidentiality Policy

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It is our pharmacy's policy that all information regarding confidential matters will be treated as information to be held in trust. Information provided by customers regarding confidential matters will not be disclosed to persons who are not involved in providing customer care without the express consent of the customer involved, or where appropriate, the consent of the customer's carer.

#### Definitions

- a. Information includes verbal, written, information in computer or any other form.
- b. Confidential matters includes information relating to people's address, age, health, medicines, financial matters, disabilities, family status, or any other information that can reasonably be taken to be personal or sensitive. It also includes any other information protected by legislation.

Disclosure includes access to, talking about, writing about, communicating or discussing in any way.

#### Policy

- a. When transferring information to a third party it is this pharmacy's policy to gain written consent from the person or their carer prior to the information being provided.
- b. Copies of any information transferred will be filed in a confidential manner ensuring patient privacy.
- c. Written or other information will be handled in such a way that unauthorised persons cannot view it, and will only be accessible to staff who have a legitimate need to know in order to provide continuing care.
- d. Whenever information is transferred between staff & patients it will always be done in a respectful and private manner and only such information as is necessary to ensure continuous care is offered.
- e. Conversations between staff members within the pharmacy concerning customers' personal matters must be conducted in such a manner that they cannot be easily overheard by other customers, and no conversations will be held in any public place regarding customers' personal information.
- f. The storage & distribution of all confidential information will be conducted in a manner that ensures the utmost protection from any unauthorized persons.
- g. Only approved personnel will be responsible for the maintenance and updating of confidential information.
- h. Patients may have access to their own records at the discretion of the pharmacist.

#### Exceptions

This policy does not apply in situations where:

- a. The health and safety of the person would be compromised by not disclosing information (in which case the pharmacist in charge will provide guidance on how information is handled).
- b. The health and safety of others would be compromised by not disclosing information (in which case it is likely that both the police and those who are endangered may need to be notified).
- c. Staff members are required by legislation to disclose information.

In these situations, the pharmacist-in-charge shall provide guidance to the pharmacy's staff as to what persons or agencies relevant information can be disclosed to.

#### Responsibility for applying the policy

- a. Overall responsibility to answer questions on confidentiality must reside with the pharmacist-in-charge
- b. All employees are responsible for applying this pharmacy's Confidentiality Policy as outlined.

#### Action when the policy is breached

- a. Breaches of this policy will be individually assessed and action taken by relevant pharmacy management as required.

#### Caveat

Complying with the policy does not remove obligations to comply with legal or legislative requirements