Reforme Medical
1st Floor, 174 Merthyr Road
Cardiff CF14 1DL

Confidentiality Policy

We respect patient confidentiality and to this end, all the information and records are kept safe and confidential.

We will protect any data that relates to individuals; particularly patient and staff should take active steps to ensure confidential data does not reach the public domain, either by accident or malicious intent.

Legislative framework

GDPR sates: “Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.”

Policy for use of email

For reasons of patient confidentiality, governing and regulatory bodies including the GDC and NHS forbid the electronic transmission of patient identifiable data across public networks (including the internet) unless both parties have strong encryption in place.

In the absence of an encrypted connection, external emails should exclude explicit references to a patient. In such cases, the NHS has recommended that the patient’s NHS Number be used to identify an individual.

Policy for sending information by post

In relation to this form of communication, all possible steps must be taken to ensure that the correct address is used. Consideration should be given to the use of Addressee Only or Private and Confidential.

In the event where an incorrect address is used, such conduct may amount to an unlawful disclosure of personal data. The use of databases should always be subject to regular controls and checks.

Telephone policy

When a call is received requesting patient information, and the caller is not known as an authorised recipient of such information, then the person receiving the call should take the callers details and explain that they are not allowed to disclose information about the patient or people who come to this clinic. Ensure you take the callers details and refer all the requested information to the clinic manager.

The patient's written consent should then be requested before returning the call and giving out the information. If consent is not given, the call should not be returned.

When making telephone calls confirm that you are speaking to the patient before identifying yourself or your organisation, for example by checking their date of birth or some valid information form their notes and records.

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Photographic material policy

Photographs from the treatment areas should be kept securely.

The patient's approval must be given before photographs are taken, and the purpose of the photograph should be explained. The photographs may be shown to others providing this is for the purpose to which the patient agreed and does not include any patient identification or facial identity.

Patient confidentiality

If the patient does not wish to discuss their confidential details within the reception area or they prefer consultation with male or female member of staff, please ask the receptionist for this service when making the first appointment. Please note that if we are unable to meet this request, we will recommend the patient to make alternative arrangements for their treatment.

Records of all consultations and treatments are kept securely in the patient notes.

All patients have access to their health records in accordance with the GDPR and the Freedom of Information Act

If any person requires their records, they can ask the receptionist or the practice manager who will discuss the issue and agree on the level of information that you require to have access to. The clinic may ask for such request to be put in writing and has the right to charge for such services

We will ensure that information provided to patients and prospective patients and their families are accurate and that any claims made in respect of services are justified.

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Principles of Confidentiality

Need to Know	Access to files containing medical or other confidential information should be limited to those individuals who have a proper business reason for needing it. You should be able to justify the purpose(s) for using patient, resident, or patient identifiable information in the first instance. Once a file has been accessed, the user should read only what is relevant to the job in hand. This principle should be applied without regard to rank or position. I.e. a nurse may need to know information concerning a patient to safely provide nursing care; a senior manager will not need to know the same information but may need to know the gender and age for statistical purposes.
Anonymous	Use patient, identifiable information only when it is necessary.
Numbers not Names	Use the minimum information possible. I.e. If a patient, can be satisfactorily identified using a numerical identifier then it is preferable to using initials and date of birth which in turn is preferable to using a full name which in turn is preferable to using a name and address.
Careless Talk	Never casually discuss confidential details of identifiable individuals with anyone within or outside of the company.
Remember	If in doubt do not disclose

(All patient notes, treatment details and contact information are confidential and your clinic is obliged to store and manage the information in accordance with the Data Protection Act 2018)

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