

Catholic Charities Diocese of Palm Beach, Inc.

Policy and Procedures Manual

No. of Policy 7010

SUBJECT: SECURITY OF CASE RECORDS

POLICY: Records should be maintained in a secure, safe manner that protects the confidentiality of clients.

PROCEDURES:

- 1) All records must be kept in locked, fire-resistant file cabinets or on password maintained computer systems and may not be taken from the office, except when a case is taken to another Catholic Charities location for case staffing.
- 2) Open cases are to be maintained in locked file cabinets in therapists' offices or in a secure area.
- 3) Closed cases must be maintained in a secure area. They must be signed out and returned promptly to the locked file cabinet, unless a closed file is being reopened.
- 4) Only Catholic Charities personnel will be allowed to participate in case review and Continuous Quality Improvement activities. The confidentiality of the client will be safeguarded throughout the CQI process.
- 5) All visitors, monitors, and/or auditors will keep confidential all information seen or heard while visiting a Catholic Charities program, including computerized or electronic information. In addition, each visitor, monitor or auditor will sign a statement agreeing to such confidentiality.
- 6) Follow procedures in Clinical Records Disposal

AUTHORIZED DATE: 11/21/00

REVISED DATE: 04/29/05