

A4.2 – CONFIDENTIALITY

Purpose

The purpose of this policy is to describe the process for Iowa HHS and SRs ensuring compliance with the expectation that all information as to personal facts and circumstances obtained by the project staff about individuals receiving services must be held confidential and must not be disclosed without the individual's documented consent, except as may be necessary to provide services to the patient or as required by law, with appropriate safeguards for confidentiality. Information may otherwise be disclosed only in summary, statistical, or other form that does not identify the individual. Reasonable efforts to collect charges without jeopardizing client confidentiality must be made. Recipients must inform the client of any potential for disclosure of their confidential health information to policyholders where the policyholder is someone other than the client. (42 CFR § 59.10(a)).

Policy

- Confidentiality is safeguarded.
- Medical record systems have safeguards in place to ensure adequate privacy, security, and appropriate access to personal health information.
- Clients are informed of any potential for disclosure of their confidential health information to policyholders where the policyholder is someone other than the client.
- General consent forms are provided in a confidential manner and note any limitations that may apply.
- Third-party billing is processed in a manner that does not breach client confidentiality.

Procedure

Adolescents and Confidentiality

As part of Title X, family planning services need to be provided in a manner that is adolescent-friendly. Adolescents must be assured that services are confidential and, if follow-up is necessary, every attempt will be made to assure the privacy of the individual.

Unemancipated minors who wish to receive services on a confidential basis must be considered on the basis of their own resources. The Title X program shall encourage family participation to the extent practical, however, the SR/program may not require consent of parents or guardians for the provision of services to minors, nor can any Title X staff notify a parent or guardian before or after a minor has requested and/or received Title X family planning services.

Confidentiality and Release of Records

A confidentiality assurance statement must appear in the client's record. The written consent of the client is required for the release of personally identifiable information, except as may be necessary to provide services to the client or as required by law, with appropriate safeguards for confidentiality. When information is requested, agencies should release only the specific information requested. Information collected for reporting purposes may be disclosed only in summary, statistical or other form which does not identify specific individuals. Upon request, clients transferring to other providers must be provided with a copy or summary of their record to expedite continuity of care. SRs will be informed

annually of the requirement to safeguard client confidentiality and what that entails (charts, conversation, release of information, parental notification, for example). Documentation of the annual notification will be kept on file.

Date Revised	September 2023
References	<p>Title X Program Handbook, Section 3, Project Administration #9 https://opa.hhs.gov/sites/default/files/2022-08/title-x-program-handbook-july-2022-508-updated.pdf#page=17</p> <p>2021 Title X Final Rule 42 CFR § 59.10(a) https://www.ecfr.gov/current/title-42/chapter-I/subchapter-D/part-59#59.10</p>
Additional Resources	<p>Health Insurance Portability and Accountability Act (HIPAA) https://www.hhs.gov/hipaa/index.html</p>