



CONFIDENTIALITY AND SECURITY POLICY FOR BUSH HOUSE OSTEOPATHIC PRACTICE

Bush House Osteopathic Practice (BHOP) takes its responsibility to maintain sensitive and personal information in a secure and confidential way.

- Patient's identities are not disclosed in conversation with other patients including spouses and colleagues.
- Patients records are kept in a lockable filing cabinet away from the practice and waiting room
- Phone calls and answer phone messages are taken out of the earshot of the treatment or waiting room.
- The message book is not kept in patient areas.
- Patient records are removed from the treatment room after each consultation.
- Switch receipts are removed from the treatment room daily and kept in annual boxes for the required 7 years after which time they are destroyed.
- Digital images taken during the course of a treatment for patient information will be deleted immediately in front of the patient. In the event of the image being retained, written consent will be sought identifying the purpose of the image, its intended use and time of intended retention.
- Written consent from the patient will be sought when communicating with general practitioners, legal representatives or other professionals. The only exception to this is when the practitioner believes the patient may be a danger to themselves or others or if there has been a disclosure in relation to a child protection issue. Advice will taken in all areas of uncertainty.

Signed *Stuart J Kramer*

Date..... *1.4.12*

Signed..... *Charlotte J Kramer*

Date..... *1/4/12*

Review date *1st April 2013*

