

## **ABLE LIFE CARE SERVICES, INC.**

**252 Hector Ave  
Gretna, LA 70056  
(504) 367-5511**

### **PRIVACY-CONFIDENTIALITY POLICY**

**Policy:** All client records and client information are confidentially maintained by the agency and its personnel. No client information shall be released without prior written authorization by the client or client's legal representative. All records shall be the property of Able Life Care Services, Inc., and, as custodian, Able Life shall secure these records against loss, tampering and unauthorized access. This protection includes client data that is processed, stored or discarded through a computer system.

**Procedure:**

- I. Confidentiality of client information
  - A. Consent for services form will be signed upon admission by the client or the client's representative.
  - B. Any release of information for the purposes other than claims processing or as required by law or regulation must have a separate client record release. Information may be released to another health organization when the client is under their care. Appropriate information will be forwarded upon proper authorization.
  - C. Client records will not be released to any third party without a written authorization from the client.
  - D. All requests for client information will be reviewed by authorized agency staff, who will determine whether or not this information may be appropriately released. Requests for information that may not be released will be referred to the Administrator.
  - E. Copies of client records, or excerpts of the same, cannot be removed from the agency, except by subpoena, where statutory law requires it, or on written authorization of the agency. This confidential information is treated as such, and is to be mailed in an envelope designated "Confidential".
  - F. Clients will be allowed access to their records at the agency during regular office hours, after giving reasonable notice to the Administrator or designee.
  - G. All hardcopy records will be kept in a locked file cabinet when not in use. The Program Director or designee will supervise maintenance of the records and will be responsible for the key that provides access to client records. No unauthorized individual will be allowed access to client records.
  - H. Agency personnel will not discuss the client, outside the context of professional conversation regarding the client's condition and care.