



ACCESS TO PATIENT INFORMATION AND RECORDS

PURPOSE

The purpose of this policy is to ensure the correct handling of patient information and records.

SCOPE

This policy applies to,

- MHR Branch Manager
- MHR Coordinators and Recruiters
- MHR Panel members

POLICY STATEMENT

- The agency, client and panel member are obliged to respect patient confidentiality and no information may be made available without the verbal request or written authorisation of the patient.
 - All documents on which patient information appears remain the property of the client and may not leave the client's premises without authorisation of the hospital management
 - The agency, client and panel member are obliged to respect patient and client confidentiality and to refrain from divulging any information on social media networks e.g. such as Facebook, Twitter, YouTube, BBM, Whatsapp etc. about MHR, patients or clients.
 - Inappropriate behaviour/comments or breach of confidentiality can lead to disciplinary action
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PROCEDURE

Follow the steps below to handle different requests:

Step	Action
1	Refer any requests to the Nursing Manager or Hospital Manager of the specific hospital or MHR Branch Manager.
2	If any other party requests patient information e.g. patient, family, police, attorneys, SANC it should be handled as follows: <ul style="list-style-type: none">• Be in writing• Include the written consent of the patient to release the records to the person requesting the information• Include the written consent of the next-of-kin or executor of the estate in the case of a deceased patient.• Send the above information through to the Nursing/Hospital Manager of the specific hospital.