

Baystate Health

Confidentiality

I. **POLICY:**

It is the policy of Baystate Health to safeguard confidential business information and information about the medical care of its patients. Baystate Health considers any inappropriate access to and/or disclosure of patient or business information a violation of trust that jeopardizes the mission and survival of the organization. Events and information relating to services provided to patients are confidential.

II. **PURPOSE:**

To protect Baystate Health and its patients from inappropriate disclosure of medical information and business information and to limit access to such information to only those who have a legitimate need to know.

III. **SCOPE:**

All employees, physicians, students, volunteers, contract workers, travelers, management and trustees of Baystate Health.

IV. **PROCEDURE:**

A. Expectations of individuals covered within the scope of this policy are:

1. the use of good judgment in the utilization of patient and related business information;
2. those who have access to patient and business information will protect the information and limit dissemination to appropriate individuals at appropriate times;
3. all associated with Baystate Health will maintain an environment that fosters adherence to strict confidentiality of patient and business information and that this environment will be maintained with the highest level of integrity.

B. Those associated with Baystate shall not seek access to, use nor disseminate information for which they do not have a need or right to know to perform their direct responsibilities.

C. Those who have access to patient and business information must protect and utilize this information with the greatest level of care. Failure to protect confidential information will result in corrective action up to and including termination of employment.

D. Those who do not need access to patient and business information but gain access willfully will be subject to corrective action up to and including termination of employment.

Effective: May 31, 2010

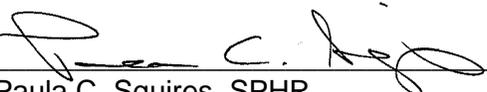
- E. Those who gain access to patient information inadvertently, either within the organization or outside it, have a responsibility to protect the confidentiality of patient and business information and to take action to stop the further dissemination of confidential information.
- F. The degree to which the integrity of this policy is breached will determine the level of corrective action.
- G. A [Statement of Confidentiality](#) will be provided, acknowledged and signed by all associated with Baystate Health.

V. CROSS REFERENCES:

BH Corporate Policy - [BC 7.010](#) Privacy Policy (HIPAA)

VI. PROPONENT: Director, Human Resource Consulting and Employee Relations

Approval:



Paula C. Squires, SPHR
Senior Vice President, Human Resources

Replaces:

Policy Name: HR-106 Confidentiality

Policy Date: 05/01/2005