

Chapter Eight:

Welcome to Section Two, The Content

In this Chapter, we will explore the next two sections of the Manual: Recordkeeping and Confidentiality & Safeguarding.

Recordkeeping

Recordkeeping is a meaty section, covering many policies that are related to the laws and ethics of our profession. This section has policies related to:

- Documentation and Storage
- Documentation Guidelines (compliance, medical necessity, timelines, etc.)
- Paper and Electronic Files
- Information Blocking (Exceptions and Direct Access)
- Content of Client Files (Assessments, treatment plans, progress notes, discharge summaries), and
- Switching Modalities (primarily for state insurance compliance)

Confidentiality & Safeguarding

The Confidentiality & Safeguarding section will cover...

- Safeguarding of Personal Information (protecting documents, client info, third party vendors, disposal of documents)
- The Confidentiality / Health Insurance Portability and Accountability Act (HIPAA) (HIPAA training, handling HIPAA breaches, BAAs, ROIs, breaking confidentiality, minimum necessary rule)
- Substance Abuse Disclosure
- Collecting Information from Others
- Obtaining Treatment History and/or Medical Information (Collaboration of Treatment and its documentation)
- Client Access to and Correction of Personal Information (Minor's access, financial dues, request for copies, review of file, summaries, proper denial of access, corrections)



Confidentiality & Safeguarding (continued)

- Determining Who Has the Right to Make Decisions (issues related to guardians and custody)
- Sharing Information (with family, the court, and others)
- Itra-Agency Collaboration (primary service provider and referral protocol), and
- Managing Client Duplicate Files

We also offer a course entitled **Boundaries Around Information** at Heal Play Love University if you would like a more detailed explanation or a ready-made training for your new therapists.

I'll see you in the next chapter.

