

INFORMATION MANAGEMENT POLICY AND PROCEDURE

Policy statement

Orange Health is committed to operating effective information management systems that are maintained in accordance with legislative, regulatory compliance and organisational standards. It is the policy of Orange Health that all clients and staff will have records established upon entry to the service and maintained whilst active with Orange Health.

Procedures

Orange Health Policies and Procedures will be securely maintained as read-only documents. The Director and CEO is ultimately responsible for maintaining the currency of this information with the assistance of other staff.

Policies and procedures are reviewed every two years at minimum or as required. All superseded policies and procedures will be archived.

Client information

Confidentiality of client records is to be maintained at all times. Client files will provide accurate information regarding client care and support and will contain, but is not limited to:

- Client personal details
- Referral information
- Assessments
- Care plans and goals
- Client reviews, and
- Details regarding service responses

Original participant paper records and documentation will be provided to the client or shredded should the client not want to receive the hard copy. Orange Health will scan the original hard copy and file it in the client's file. Client records will be reviewed to ensure documentation is thorough, appropriate and of a high quality.

Staff must ensure that all relevant information about the progress of or support provided to a client is entered into that person's progress/file notes in a factual, accurate, complete and timely manner.

Staff must only use information collected from a client for the purpose for which it was collected.

Clients should be advised that data which has been collected but which does not identify any particular client may be used by the organization for the purposes of service promotion, planning and evaluation.

Entering an Orange Health service

A client file will be created to act as the central repository of all client service information and interactions. This will only contain material relevant to the management of care or support needs including but not limited to:

- Copy of signed agreement and schedule of supports
- Assessments
- Orange Health Client Referral Form
- Communication notes
- Client rights and service charter
- Rights to an advocate
- Complaint information
- Consent to share form

Ongoing documentation procedures

Staff must maintain client information in accordance with system practices. Staff must document client information and service activities only on Orange Health approved forms or tools.

Setting up and maintaining files for Clients

Once the personal file for clients has been established, staff must maintain that file. This requires staff to ensure that all information is accurate, up to date and complete.

When a client leaves the service, his/her personal file are to be stored in a secure location, all under the control of Orange Health.

Progress/file notes for clients

Progress/file notes for clients must include the following components:

- The date of each entry being made
- The time the entry is being made
- The surname or initials of the person making the entry

Staff must ensure that all relevant information about the client is entered into the person's progress/file notes in a factual, accurate, complete and timely manner. The progress/file notes for each client should be written when a significant event occurs or to record the type of support provided while on duty.

Whenever required the clients should be made aware of what has been recorded in their progress/file notes.

Staff records

Staff files are to be retained securely and are available only to the CEO and relevant Managers/Staff.

Minutes of meetings

Minutes of meetings are to be retained securely and are available only to the Director, CEO and relevant staff as appropriate.

Other administrative information

Individual staff are responsible for organising and maintaining the filing of general information in accordance with their position descriptions. Administrative information including funding information, financial information and general filing is to be maintained securely with access only to authorised personnel.

Electronic data

Data storage and backup

All data will be stored on the dedicated in the cloud drives. All computer data, including emails, is backed up to a remote server.

External programs

No programs, apps, external data or utilities are installed onto any workstation without the permission of the CEO.

Email

Staff must limit the sending and receiving personal emails. Inappropriate or other junk email received is to be deleted immediately. Under no circumstances are staff to respond to junk emails.

Internet

Internet access is restricted to work related purposes. Internet access reports may be maintained and are reviewed by the CEO. Under no circumstances are staff to access inappropriate sites.

Social media

It is acknowledged that social media (social networking sites (Facebook, Twitter etc.), video and photo-sharing sites, blogs, forums, discussion boards and websites) promote communication and information sharing.

All staff are required to ensure the privacy and confidentiality of the organisation's information and the privacy and confidentiality of client information. Staff must not access inappropriate information or share any information related to their work through social media sites.

Archival and storage

All records after their active time must be kept in archive files for an additional period. This retention period is determined by regulatory, statutory, legislative requirements. Records in archive must be identified and stored in a way that allows for easy access and retrieval when required.

Archived records in hard copy must be stored in an environment which minimises deterioration and damage, i.e. not exposed to direct sunlight, moisture, extremes of temperature, pests, dust, fire hazards, etc.

Destruction of records

Junk mail and instructional post-it notes may be placed in recycling bins or other bins as required. All other Orange Health records/documents for destruction are to be:

- shredded first and then placed in recycling bins; or
- sent off-site to be securely pulped; or
- deleted from the network.

Approvals

Date of approval: 3 March 2021

Date of review: 3 March 2021

Signature of CEO:

A handwritten signature in black ink, appearing to be 'M. Smith', written over a light blue horizontal line.