

CONFIDENTIALITY



Product Syllabus:

- What is confidentiality?
- Legislation
- Data Protection
- Policies & procedures
- The individual's role
- Record keeping
- Worries about confidentiality
- Breaching confidentiality
- The danger of revealing information
- Types of confidential information
- Deciding if information is confidential
- Access to information
- Paper records
- Care plans
- Computers
- E-mails, faxes & telephone calls
- Visitors
- Sharing information
- Interpreters
- Relatives
- Refusing information
- Accidentally breaking confidentiality
- Gossip
- Breaching confidence
- Breaking confidentiality in day-to-day tasks
- Secrets
- Abusing access to information
- Post

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