



PROGRESSIVE  
THERAPY

## PATIENT CONFIDENTIALITY

When a patient is admitted for an evaluation or treatment at Progressive Therapy, a contract is created in which we promise the patient total confidentiality of all records including their name, personal information and all treatment data.

1. In regard to clinic patients, keep patient charts and other patient information out of the direct view of patients who are signing in, checking out, making appointments, receiving treatment, etc. If a patient account showing the name is on the computer screen, turn the screen away so as not to be visible to incoming/outgoing patients. If you are on the telephone with a patient or doctors office and another patient is standing at the desk, do not state patients full name. Do not allow patients to see the daily schedule.
2. Do not reveal our patients names to outside callers unless you have authority to do so by that patient. If you receive a call asking "Do you have a patient by the name of \_\_\_\_\_" please reply, "We do not release that information."
3. Do not reveal the name of a patient to someone who states they are a relative. If someone calls and asks "Is \_\_\_\_\_ there for an appointment yet?" please reply "I am unable to give out that information, however, if \_\_\_\_\_ does come in, I will ask them to call you if you will leave your name and number."
4. When someone calls in for insurance related information, please use your best judgement in answering that call. Most time it would be best to ask for the person's name and telephone number and return the call. That way you can tell by the answering party that the call originated from that company.
5. Please be very careful when you receive a call from a lawyers office. Unless we have a release on file signed by the patient we cannot give out any information nor acknowledge in any way that the person they are asking information on is our patient. Also, if a release is on file, please double check that the release is to that specific lawyer.
6. If you receive a call or encounter a problem you are finding difficult to handle, please contact your supervisor.
7. Please also refer to company HIPAA policies and procedures.