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Name (please print)

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Affiliation/Name of School

Confidential information can be defined in many ways. Agrace’s confidentiality policy expands beyond traditional patient information to include information about families, volunteers, donors and employees. All information related to families, volunteers, donors and employees that you acquire in the course of your Agrace experience is to be held in the utmost confidential manner.

Standards of confidentiality have been established and all employees, volunteers, students, visitors and others are expected to adhere to the following:

1. Any patient/family, volunteer, donor, and employee information acquired in the course of your Agrace experience is considered confidential and must be protected and kept secure at all times.
2. Confidential information will be shared on a “need to know” basis only. Unless it is a necessary function of your job or project, seeking or providing confidential information is strictly prohibited.
3. Confidential information will not be discussed with, or in any manner disclosed to any outside individual that is not authorized to receive such information.
4. Confidential information must never be discussed in lobbies or waiting rooms, restrooms, elevators, dining rooms, or other public places where unauthorized persons could overhear it.
5. I acknowledge my user ID is recorded when I access electronic records and that I am the only one authorized to use my user ID. Use of my user ID is my responsibility whether by me or anyone else. I will only access the “minimum necessary” information to satisfy my job role or the need of the request. Using another person’s password, or giving your password to any person, is prohibited. Entering data using another person’s ID and password is a falsification of medical records and will result in disciplinary action. Agrace performs audits and reviews patient records in order to identify inappropriate access.
6. Some business practices and operating procedures may be considered trade secrets. In the rare circumstance that a trade secret must be discussed with a non-employee, specific permission must be obtained from your supervisor.
7. Persons acting on behalf of Agrace are required to respond to visitors in a professional and supportive manner.
8. Agrace staff and volunteers often get called upon to tell stories about their hospice experience. When telling these stories, it is imperative that the core elements of confidentiality are always preserved. Changing or avoiding names isn’t enough—the storyteller must ensure that a patient/family member/donor cannot be identified by the information given. For example, when describing an elderly gentleman with lung cancer who is having problems with pain, the patient’s sex, age, or diagnosis could be easily changed without affecting the main point of the story.
9. My obligation to safeguard patient confidentiality continues after my termination of employment or affiliation with Agrace. I hereby acknowledge that I have read and understand the foregoing information and that my signature below signifies my agreement to comply with the above terms. In the event of a breach or threatened breach of the Confidentiality Agreement, I acknowledge that Agrace may, as applicable and as it deems appropriate, pursue disciplinary action. I further understand that I may also be subject to civil or criminal legal penalties if I violate the terms of this agreement.

I hereby agree to be bound by strictest standards of patient/family, volunteer, donor, or employee confidentiality in regard to all information.

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Signature

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Date