

CONFIDENTIALITY POLICY

Information provided to this pharmacy by customers about personal matters will be treated as information to be held in trust, and will not be disclosed to persons who are not involved in providing continuing care without the expressed consent of the patient involved, or where appropriate, the consent of the patient's carer.

Policy

1. When information is transferred with the consent of the person or their carer, they shall be provided with copies of the information.
2. Copies of any information transferred will be filed within the pharmacy and available for access to the persons involved, their carer's, or other professions to provide continuity of care.
3. Written or other information will be handled in such a way that unauthorised persons cannot view it, and will only be accessible to staff who have a legitimate need to know in order to provide continuity of care.
4. Conversations between staff members within the pharmacy concerning customer's personal matters must be conducted in such a manner that they cannot be easily overheard by other customers, and no conversations will be held in any public place regarding customer's personal information.
5. Whenever information is transferred from one person to another it will always be done in a respectful manner, and only such information as is necessary to ensure good and continuous care.
6. The use of the Pharmacy's private consultation booth, or consultation room is used for more private consultations.

Exceptions

This policy does not apply in situations where:-

- a. Safety of the person would be compromised by not disclosing information (in which case the Pharmacist-in Charge will seek direction from appropriate agencies).
- b. The safety of others would be compromised by not disclosing information (in which case it is likely that both the police and those who are endangered may need to be notified).
- c. Staff have knowledge of criminal activity (in which case the police shall be notified).