

Confidentiality: Your Client's Right and Your Responsibility

Three Part Series

Learning Guide for Ongoing Professional Development

Note to Learner: Early Impact Virginia encourages you to complete the training and activities with the support of your supervisor. The notes below will guide you in preparing to take the training, following up with your supervisor after the training, supporting transfer of learning into daily practice, and extending learning through individual supervision.

Ongoing: View the Professional Development Program and each EIV training module as an investment in skills and knowledge to help improve home visitor effectiveness.

Before the training:

- Learner and supervisor review course objectives and home visitor competencies
 - Learner rates knowledge of learning objectives
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During the training, the learner:

- Completes activities
 - Reflects on own response
 - Identifies questions and concerns
 - Completes post-training evaluation
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After the training:

- Learner:
 - Rates knowledge of learning objectives
 - Completes post-training activities, as required
 - Develops an action plan for applying skills and knowledge in daily practice
 - Meets with supervisor to:
 - Review pre- and post-training activities
 - Discuss reflections, questions, and concerns
 - Review action plan for applying skills and knowledge in daily practice
 - Assess personal learning goals, transfer of learning, and action plan
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Part I – Confidentiality Principles, a 25-minute module, provides an overview of best practices in protecting client confidentiality. It discusses professional, ethical and interpersonal considerations in confidentiality in home visiting.

Part II – Confidentiality and the Law, a 25-minute online module, discusses the primary laws governing confidentiality in Virginia. It provides guidelines on protected information and appropriate disclosures.

Part III – Confidentiality in Practice, a 20-minute online module, presents interactive video scenarios for application of principles and legal factors in confidentiality.

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Virginia Home Visitor Competencies Addressed:

- 6.3.c Abides by all legal standards when conducting a home visit.
- 6.3.f Responds to client’s threat to self or other appropriately and in accordance with applicable laws and local site policy and determines when to consult the supervisor in cases where harm to clients or others is a concern.
- 6.5.a. Maintains appropriate confidentiality of client records and information according to *HIPAA*, *FERPA*, and *42 CFR laws*, as well as local site policy.
- 6.5.b. Helps parents understand their rights.
- 6.6.a. Uses appropriate and effective verbal and written communication skills in an ongoing and positive manner to collaborate with families and other service providers.

Before the Training

Rate Your Knowledge (Scale of 0 to 5, 0 = no knowledge, 5 = significant knowledge)

| Learning Objective | Before the Training | After the Training |
|--|---------------------|--------------------|
| Part I - General Confidentiality | | |
| a. Make decisions about how to maintain confidentiality | | |
| b. Talk with families about the family’s right and the home visitor’s responsibility to maintain confidentiality | | |
| c. Think about confidentiality issues within the framework of the home visitor- client relationship | | |
| Part II - Confidentiality Laws | | |
| a. Understand how confidentiality laws apply to home visiting work | | |
| b. Name the main points of the three laws | | |
| Part III – Confidentiality in Practice | | |
| a. Apply what you have learned about confidentiality laws and principles to case studies | | |

My personal learning goals for this training are:

1. _____
2. _____
3. _____

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After the Training

Reflections on what I learned:

Questions and concerns I identified:

Action Plan: (Each learner’s plan will be unique. To get you started, some ideas are listed below.) As a result of this training, I will...

- Develop a confidentiality script and practice it with my supervisor and colleagues until I am comfortable using it.
- Review my agency’s confidentiality policies and procedures with my supervisors.
- Think about my daily routine from a “confidentiality” perspective. Should I make changes in my daily routine to ensure that I am maintaining confidentiality?
- Bring any concerns about confidentiality concerns to my supervisor for guidance.

My Action Plan

| Action | Target Date | Date Completed |
|--------|-------------|----------------|
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