P010 - Documentation and Information Management

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| 1.0 | 01/09/2016 |  | 01/09/2017 |
| 1.1 | 14/5/201814/05/2020 | Amended to reflect changes recommended by Workplace Assured. Added section for ‘Email, computer equipment and other devices’ and ‘social media’Amended – new document required process  | 01/05/202014/05/2022 |

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| Applies to: |
| All staff |

# PURPOSE

The goal of our information management system is to ensure that all information we receive, collect, create and store is made available to the right people, in the right format and medium when required.

First Call Nursing (FCN) bis dedicated to ensuring that the proper management of all information and records is upheld. This includes ensuring that the proper procedures are followed when obtaining, collecting, organising, governing, storing, disseminating, maintaining, transferring and destroying information concerning clients, staff and the organisation, as per First Call’s documentation and information management procedures.

# POLICY

First Call is committed to keeping a record of all its clients. These records allow First Call to:

* Keep an up-to-date account of patient condition and needs. This information can be passed on to their service providers which can assist them in implementing services, interventions or changes to care plans.
* Facilitate an effective line of communication between all parties involved, including First Call, its clients, carers and related health professionals.
* Evaluate the effectiveness of the care provision.

All information provided through documentation relating to both staff and clients of First Call will remain strictly confidential. This information will not be passed on, disclosed, discussed or printed by unentitled or unauthorised persons.

Any information that is not considered relevant, current and that does not need to be archived will be shredded upon identification.

All First Call staff files are stored in a locked filing cabinet with access granted to authorised persons only. These files are updated as and when renewals are validated, for example driver’s licence. Files of employees that have left First Call are kept for seven years then destroyed via security bin.

Archiving will be conducted at yearly intervals and information that is not current within the twelve months previously will be stored securely.

Files/information on Aboriginal and Torres Strait Islander and clients under the age of eighteen (18) are kept until the client reaches eighteen (18) years old and then seven years after that.

All First Call, field staff are expected to follow the documentation and information management policy and procedure as a condition of employment.

## Email, internet, computer equipment and other devices

First Call expects you to take the approach that everything you do in connection with work, during and outside working hours that involves:

* Sending emails.
* Accessing and searching the internet (including Facebook, twitter and any other social network, blogging or method of communicating via the internet).
* Using computer equipment issued or paid for by the business.
* Must be done in a professional and courteous manner.

You should not expect that any email or other activity conducted over the Business’ computer network(s) will be private or otherwise confidential.

However, with the above in mind, you may engage in some personal use that is reasonable and limited so as not to interfere with your performance or work generally.

Other rules that apply are:

* You must not make representations on behalf of the FCN without express authority to do so.
* You must respect the equipment, treating it gently and carefully.
* You must keep any passwords confidential, except as required for legitimate company activities.
* You must not engage in use that involves conduct or material that is generally inappropriate and otherwise obscene or offensive.
* You must not engage in use that includes conduct or material that has the risk of defaming, or of causing damage to, FCN or any of its officers or employees.
* You must not engage in use that includes unlawful activities that are illegal or otherwise inappropriate.
* You must not engage in use that impacts the performance of the network(s), computers or other equipment owned or operated by or on behalf of the Business.

## Social Media

### What is a social media platform?

Social media platforms are:

* Online social networking sites, including but not limited to Facebook, My Space, Bubo, Friendster, LinkedIn, XING, Blogger, WordPress, Twitter, Yahoo Groups, Google Groups Whirlpool, Message Board, Podcasts, ‘Wiki’ sites (e.g. Wikipedia) and other similar sites.
* Online blogs.
* Instant messaging services, including but not limited to WhatsApp.
* File sharing sites, including but not limited to Flickr and YouTube.
* Any internet sites where comments can be posted, including but not limited to news websites.

### Representing First Call in Social Media

Save for the use of the business networking site LinkedIn, staff are prohibited from identifying themselves as being connected with the First Call on a social media platform, unless they are expressly authorised to do so by the management.

All staff are prohibited from making comments on behalf of the FCN or using the Company’s branding (including the corporate logo, internal logo and registered trademarks) on any social media platform unless expressly authorised to do so by the management.

Where staff are authorised to make comments on behalf of the First Call on a social media platform, any comments must be factual and consistent with the First Call Nursing’s goals, objectives and values.

### Conduct which can be connected to First Call

Although staff might not intentionally identify themselves as being connected with First Call on a social media platform, staff should be conscious that their comments posted on social media platforms can nevertheless impact upon the company, as clients, suppliers or other members of the public might recognise the staff member as being connected with the First Call.

For this reason, always when using social media platforms, staff must:

* Not make any comments which might reflect negatively on the First Call’s reputation or that of the company’s employees or other colleagues.
* Not criticise or disparage the First Call or any of the company’s employees or others connected with First Call Nursing.
* Not make false or misleading claims about the company, its clients, suppliers, employees or the First Call’s products or services.
* Not disclose confidential or commercially sensitive information about the company (this obligation continues after the employment or engagement ceases).
* Not endorse or cite any client, partner or supplier of the First Call without the express prior permission of the management.
* Observe relevant privacy, defamation and copyright laws.
* Comply with relevant discrimination and harassment laws and the First Call’s policies that relate to discrimination and harassment when using social media platforms.

### Material Posted By Others

Inappropriate or disparaging content and information stored or posted by others (including non-employees) on social media platforms may also damage the First Call’s reputation.

If a staff member becomes aware of any such material which may damage First Call or its reputation, the staff member must immediately notify management.

### Consequences of Breaching this Policy

Any breach of the Policy may result in disciplinary action, including, but not limited to:

* Counselling.
* A verbal or written warning.
* A final warning.
* Suspension.
* Termination of employment or the termination or non-renewal of a contract for services.

# PROCEDURE

## Obtaining and collecting information

1. Information is to be collected using the appropriate method and forms in First Call’s templates.
2. Information is collected as indicated by the Privacy Act and First Call’s Privacy Policy.
3. Clients must read, understand and consent to FCN’s Privacy and Confidentiality (P006) policy prior to providing personal data to First Call. Only information necessary for service delivery/services is to be collected by FCN.

## Organising information

1. Hard and soft copies of information are organised and identified in a manner that allows for easy location. This includes:
	* One off and Compacts (6 week services) are kept in alphabetical order in folder while current and when expired, filed in alphabetical order in a locked cabinet.
	* Ongoing services are filed in alphabetical order in a locked cabinet.
	* Soft copy on the database and MYOB.
2. Policies, procedures, safe work practices and forms are available on G drive, website and printed (reading schedule).
3. Staff are informed how to access relevant information and records in their induction training.

## Storing information

1. Both soft and hard copies of information are stored securely.
2. Security passwords and logins in the database and network are used to store and gain access to client and staff information and records.
3. Only authorised personnel are able to access the information.
4. Client and staff files are stored in a locked filing cabinet; these files are kept for seven years and archived at yearly intervals.
5. Archiving is conducted at yearly intervals and information that is not current within the twelve months previously is stored securely.

## Disseminating information

1. Client information, whether written or verbal, is only made available to those who are directly involved in the client’s care.
2. Personal information that is collected for recruitment purposes is not disclosed to any outside parties.
3. Information collected is not sold, leased, traded or rented.
4. Staff meeting minutes are made available to all staff.
5. Policies and procedures are made available to staff through the First Call website and reading schedule.
6. Any issues identified while providing services are documented on relevant forms. These are scanned and saved in the G drive under ‘A Clients’ folder and the database in client history. The case manager is phoned and the documents are emailed to provide details.
7. Stakeholders including staff and clients are notified of any information changes or developments that affect them, including service provision changes.

## Maintaining and updating information

1. Information is maintained and kept up to date.
2. When any new information is collected, the appropriate files are updated immediately and made available to the relevant parties.
3. Information collected through ongoing client assessments is used to update client’s files only.

## Destroying information

Any information that is not considered relevant, current and that does not need to be archived is destroyed in a secure manner by placing in secure document bin for later shredding.

## Format

Relevant First Call forms are used when collecting and distributing information.

Information is collected and distributed taking into consideration the needs of the recipients of information, including making information available in different formats and mediums dependent on the needs of recipients. For instance, providing information in different languages and fonts for visually impaired recipients.

When a new document is required (e.g. Policy, Procedure, Guidelines or Form):

1. Complete new item and file in G: FC P & P -
	* Form – Forms folder
	* Policy – Policy folder
	* Procedure/Guideline – Procedure folder
	* Document – Document folder
	* Safe Work Practice – SWP folder
	* Employment – Employment folder

For example – a feedback form

G:\FC P&P\Forms\F003 Feedback on Client Condition V1.doc

# DOCUMENTS

F003 Feedback on Condition

**F003 Feedback on Condition**

|  |  |
| --- | --- |
| Client Name: | Care Staff Name: |
| Carer’s Name: | Service Provider: |
| Month of Report: | Service Type: |

Please tick if you have noticed any changes in the client’s condition in relation to…

|  |  |  |
| --- | --- | --- |
| **General awareness**❑ Carer Issue | ❑ Communication | ❑ Complaint |
| **General Health**❑ Wellbeing❑ Continence❑ Appetite | ❑ Social engagement❑ Mobility❑ Personal appearance (PC) | ❑ Alertness/Confusion❑ Memory ❑ Neglect/Abuse |
| **Behaviour**❑ Frightened❑ Tearful | ❑ Disorientated/Vague❑ Abusive | ❑ Seasonal clothing ❑ Loss of interest ❑ House keeping |

Do they feel safe? Inside the house Y/N

 Outside the house Y/N

Is there a current care plan in place? Y/N Dated: …./…./….

Is there a signed service agreement in place? Y/N Dated: …./…./….

Is there a risk assessment in place? Y/N Dated: …./…./….

Contact Case Manager? Y/N

Any further comments about the service or client…

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If issues appear urgent, this form does not take the place of a phone call – phone office immediately after you leave the client’s house, otherwise complete and submit form to the office first week of each month with timesheets.

Care Staff Signature……………………………………….

 P.T.O->

**Privacy statement:**

The purpose of collecting this information is to assist the staff at First Call Nursing in providing the required service/s; no part of this information will be passed onto any other person or organisation without the express permission of the client or their representative.

**Declaration:**

*I, ……………………………………………………., hereby declare that I have given permission for this information to be provided to First Call Nursing*

*Signature……………………………………………………………….*

**For office use only**

Is it necessary to contact service provider case manager? Y/N

(If yes notification must be in writing via email and recorded on the database)

Is it necessary to discuss the appointment of an advocate? Y/N

(If yes information is provided to client/carer to enable access to an advocate)

Has the database been updated with this information? Y/N