

## PATIENT RECORDS POLICY

### 1. Introduction

This policy provides guidance to everyone working with Health Records who records, handles, stores or otherwise deals with patient records.

### 2. General Provisions

All members of the HealthBus Trust are responsible for the accuracy of any records that they create or use. There is a specific contractual duty of confidentiality which continues after the death of a patient and after an employee or contractor has left the organisation.

This policy is intended to provide a comprehensive guide to all staff involved in handling patient health records. Any queries regarding a particular issue or anything not documented within this policy should be referred to the Registered Manager.

Access to records is by authorised staff.

### 3. Records in Transit

The HealthBus Trust operates a paperless system. However, if health records needed to be delivered to another location they should be enclosed in sealed envelopes or courier bags to ensure confidentiality. Any records that may be damaged in transit should be enclosed in suitable padding or containers. Large quantities of health records should be packed in suitable boxes or containers which give adequate protection.

The relevant bag or envelope should be addressed clearly and marked confidential. When using any envelope, the sender's name should be on the reverse of the envelope.

Postal options most suited to the circumstances, such as Recorded Delivery or Special Delivery, should be considered if health records are to be sent in external mail. However, there is no requirement to use anything other than standard post for routine matters.

When choosing options for dispatching records, staff should consider the following:

- Will the records be protected from damage, unauthorised access, or theft?
- Is the level of security offered appropriate to the degree of importance, sensitivity or confidentiality of the records?
- Does the mail provider offer 'track and trace' options and is a signature required upon delivery?