

Handling Confidential Records

When is it appropriate to access a patients record?

We all have a duty to protect people's information in a safe and secure manner. A patients record should only be accessed where required for the job role or as part of direct patient care.



Did you know the following reasons would be classed as inappropriate access?

- Directly accessing your own record
- Accessing the record of friends / family / people known to you
- Accessing the record of a celebrity, high-profile patient or patients related to local news articles without legitimate reason to do so
- Accessing a record on behalf of someone else in order to provide them with information about someone they know or themselves
- Accessing out of professional curiosity or sympathy



If you look at a record inappropriately, it is still classed as a breach of confidentiality even if you do not share the information with anyone!

Did you know ...?

Every click and every action on a patient's record is recorded and auditable. A Sentinel audit report can be run to show what, when and who has accessed a record.

If you accidentally access a record of someone you know, you must inform your line manager and the Information Governance (IG) team so it can be logged at the time as a genuine error.

For more information or advice, then please contact us!

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