COVID-19 Virus Pandemic Factsheet

Working from Home – Privacy and Confidentiality Considerations

This factsheet is designed as a reference for managers and team members working with patient information while they are working from home.

Working from home privacy and confidentiality considerations

Regardless of our work locations, as Metro North employees we are required to observe the **Code of Conduct** and be aware of the Acts relating to privacy and confidentiality which include:

- *Information Privacy Act 2009* (Qld) *(particularly the 9 National Privacy Principles (NPPs));*
- *Hospital and Health Boards Act 2011* (Qld) *(particularly Part 7);*
- *My Health Records Act 2012* (Cth);
- *Privacy Act 1988* (Cth)
- Queensland Health Cybersecurity document: *Safe handling of clinical information: Frequently Asked Questions*

Your work environment – when dealing with patient information you must make sure your computer screen is not visible to anyone else. Your computer should be password protected and you should log off when you are not using it.

Telephone Calls – when making phone calls regarding clinical information please be aware of your surroundings and ensure your conversations cannot be overheard by anyone.

Emails – do no use your personal email account for work related emails. Patient identifiable information or any other data of a confidential nature is not to be sent to or from your private email account.

Printing – refrain from printing any clinical information. If you need to print, make sure no one else can access documents coming out of your printer.

Destruction – clinical information needs to be shredded – if you don't have a shredder at home, you must not print.

Saving / Storing – Do not save clinical information onto drives/desktop on your personal computer. Email attachments may download when opened and automatically save to your home drive – these should be deleted.

Clinical information should be encrypted on USB sticks or other portable devices and deleted as soon as it can be moved to the Queensland Health network. For more information on requirements when handling sensitive information via USB, see: Storing Information on USB Drives

Resources

- Privacy Procedure
- Clinical Records Management
- Corporate Records Management

For further information and advice on responding to or managing COVID-19 related issues affecting your team members or your working from home arrangements, please contact the HR team directly through

Email: MetroNorthHR@health.qld.gov.au or by calling 3647-2819.

At all times, Benestar, our Metro North Employee Assistance Service is available for support should you need it.

Please note that Fact Sheets and supporting information will be regularly updated to respond to emerging circumstances and information. Once printed, this document may no longer be current and you should recheck information through the Metro North COVID 19 Intranet page at https://qheps.health.qld.gov.au/metronorth/coronavirus

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