



Standard Operating Procedure for Patient Confidentiality and Privacy

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For internal circulation only**

**medECUBE Healthcare India Private Limited
Standard Operating Procedure
Patient Confidentiality and Privacy**

CONFIDENTIAL

SOP No. medECUBE-2016-1.1	Prepared by: Anamika	
Version – 1.0		
Effective from: 1 st April '2016	Reviewed by: Manav Arora	
Review date: 1 st May 2018	Approved by: Dr. Dilpreet Brar	



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medECUBE SOP

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SOP / SOP No 1

Title: SOP on Patient Confidentiality and Privacy

Job responsibility: Managing Director, Medical Administrator

Abbreviations:

- 1) Pvt. – Private
- 2) Ltd. – Limited
- 3) CCC – Care Coordination Concierge

Scope: Organization Wide

Definition –

Customer or Client - “Clients or Customer” shall mean and include all the persons / patients who avail the CCC service

Service(s) – “Service(s)” shall mean care coordination and concierge facilitation for all the medical services provided by our partner healthcare facilities.

Destruction of Medical Records – Destruction is defined as physical or technical destruction sufficient to render the information in the document irretrievable by ordinary commercial available means.

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Description:

Each patient has the right to expect appropriate use and controlled confidentiality of their patient records containing specific medical information. Further, they have the right to expect the same of any medical or personal information given orally and in confidence to any staff member of medECUBE Healthcare India Pvt. Ltd. Written medical or personal information to be used in the scope of Concierge Services being given to the patient is reviewed only by the medECUBE Doctor and specified medical personnel (i.e. medical transcriptionist & at times the scheduling coordinator

medECUBE Healthcare India Pvt. Ltd. is not responsible for any adverse outcomes and acceptance of a particular plan/doctor/hospital which is entirely the patient's decision and responsibility. The Customer agrees that use of, or inability to use the services is at the individual's discretion. All services delivered to, by medECUBE Healthcare India Pvt. Ltd. are without warranties of any kind, either express or implied. While every reasonable care has been taken in recommending the relevant or particular plan/doctor/hospital, medECUBE Healthcare Pvt. Ltd. cannot be held responsible for any inaccuracy or omissions.

Although we at medECUBE Healthcare India Pvt. Limited go through great lengths to ensure that all information in the report itself, as well as suggestions/recommendations relating to it, are correct, however medECUBE Healthcare India Pvt. Ltd. does not assume any responsibility for potential damages or losses arising from, relying on or applying the suggestions/recommendations.

A. Patient information may be released in accordance with instructions in – Access to Information Section.

1. Collection of medical information of the patient:

Information regarding a patient will be limited to that which medECUBE has the need to know in

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order to co-ordinate the Concierge Process. Once a patient visits the medical provider, he shall cause a record of the progress notes & all ancillary services (i.e. lab, x-ray, vision or others) documented on the appropriate forms. This documentation, following the proper protocol, shall be subject to the same policy and procedures of patient confidentiality.

2. Access to information:

Medical records are & will remain the property of the patient. Additionally, the doctrine of confidentiality requires that medECUBE will not divulge any information to any third party without the written consent of the patient.

The following manner of releasing any patient information has been adopted as a policy at medECUBE

1. Medical records will not be withheld because of an unpaid bill for medical services.
2. Disciplinary action for reported breach of confidentiality.

In the event of a reported breach of the confidentiality of one of our customer:

A. Any personnel observing such a breach or having knowledge of the offense should be immediately notified & investigated by HR

B. Such investigation will be documented giving specifics as to the customer in question, the offender in question and an accurate account of the incident as reported. The specifics of any medically related information should be omitted from the report to avoid further breach. The offending staff member will be conferred with concerning the claim.

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C. Another written document of the response of the alleged offender should be kept. Policy states that any staff member found to be guilty of violating customer confidentiality will be dismissed after thorough investigation.

D. The Medical Administrator & HR jointly will review the situation and investigate further as appropriate and notify the Managing Director of his/her finding in writing. Appropriate disciplinary action will be conducted by the Managing Director.

E. Disciplinary action by the Managing Director will include a full explanation of the findings resulting in the action to be taken.

F. We at, medECUBE Healthcare India Pvt. Ltd. undertake to maintain the confidentiality of personal /medical data, in accordance with the provisions of the law. We also may use and disclose your medical information to contact you to remind you of an upcoming appointment, to inform you about possible treatment options or alternatives, or to tell you about health-related services available to you.

Customer Privacy Policy:

(I) Medical Records Retention Archival and Policy - Storage, Retention And Destruction

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A) Storage of medical records:

medECUBE Healthcare India Pvt. Ltd. takes steps to protect the information provided by the customer from misuse and loss, from unauthorized access, modification or disclosure. Information is stored until such time that the information can be destroyed.

Electronic medical Records:

EMR are also secure from misuse and loss, and from unauthorized access, modification or disclosure. medECUBE Healthcare India Pvt. Ltd. uses a password protected operating system and has an adequate firewall and virus protection. The operating system can only be accessed by the coordinator and access is authorized by the director. The information provided by the user is protected by various security mechanisms, by which the user may access. Since no data transmission over the Internet can ensure 100% security, hence medECUBE Healthcare India Private Limited cannot guarantee that information transmitted using its service is fully secure. The customers are solely responsible for maintaining the secrecy of your password and account information

B) Retention of Medical Records:

The customer records are kept for one year after his/her last consultation. If medECUBE Healthcare India Pvt. Ltd. is aware that a particular record is or would be required for a legal purpose) it is not deleted or destroyed.

C) Destruction of Medical Records:

(I) When medical records are destroyed, a written note is made of the name of the individual to whom the health information relates, the period covered by it and the date on which it was destroyed. The customer will be informed when the medical records are to be destroyed and the customer will be given a month's time to respond or request any records. After a month, the records are then destroyed and a record is maintained of the destroyed

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information. Records of medico-legal and legal cases will be retained until final disposal of case. The method to be used for destroying the reports would be shredding.

(II) Medical Records of Deceased Patients:

Medical information of the deceased customer is disclosed only to the customer's nominee and not disclosed to any other person/s (viz. family members, partners or solicitors). In the absence of any nominee, the rights and powers conferred on are exercisable by the legal representative of the deceased individual. This refers specifically to the executors of the deceased's estate, and not necessarily "the next of kin"

(III) Practice Policies:

1. Identification of documents that should be destroyed from time to time.
2. Review of documents to ensure that they are not relevant for any existing or possible future dispute.
3. We ensure that the final decision on destruction of the documents is made at the appropriate management level.
4. Notification of all practice staff of the policy, and ensuring that the policy is enforced.

medECUBE Healthcare India Pvt. Ltd. - Privacy Policy:

We are committed to protecting the confidentiality of the customer's information, and are required by law to do so. This notice describes how we may use your medical information within our Policy, and how we may disclose your medical information to others. This notice also describes the rights you have concerning your own medical information.

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Sensitive and personal data collected by medECUBE Healthcare India Pvt. Ltd, is in accordance with this Confidentiality Policy and can be viewed, transferred and / or treated within and outside the country. In that sense, your information may be shared with national and international organizations for the purposes described in the Confidentiality Notice relevant and on the grounds for formal request by a competent authority.

Policy Change:

From time to time, we may change our Policy concerning how we use or disclose customer's information, or how we will implement customer rights concerning their information. We reserve the right to change this Notice and to make the provisions in our new notice effective for all information we maintain. In case of any change in the Policy, we will publish a revised Notice of Privacy Policy. A customer can always check our website and read the most current notice of the Policy.

WAIVER OF LIABILITY AND INDEMNITY

PLEASE READ THIS DOCUMENT CAREFULLY BEFORE SIGNING AS IT CONTAINS PROVISIONS WHICH SIGNIFICANTLY AFFECT YOUR LEGAL RIGHTS AND IMPOSES RESPONSIBILITIES UPON YOU.

CCC , medECUBE Healthcare India Pvt. Ltd.

I, the undersigned, understand, acknowledge and agree that:

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1. Participation in medical treatment and / or surgical procedures involves inherent risk(s);
2. There are additional risks inherent in travel and in participation in medical treatment and / or surgical procedures in jurisdictions outside of my country
3. CCC , medECUBE Healthcare India Pvt. Ltd., has not at any time:
 - a) provided medical advice; only information on Providers of medical services
 - b) assessed my fitness for the purposes of travelling or undergoing any medical treatment and / or surgical procedures;
 - c) approved or endorsed any medical treatment or procedure;
 - d) made any guarantees or promises of benefits / cures from therapeutic procedures;
4. CCC , medECUBE Healthcare India Pvt. Ltd., does not employ medical professionals or any other personnel who may be relied upon to give medical advice, assessments, or endorsements at any time during my medical travel. All medical services are provided by medical professionals who are not employees of medECUBE Healthcare India Pvt. Ltd.
5. Information is provided for informational purposes only, and is not intended to be a substitute for a health care provider's consultation. Please consult your own doctor or appropriate health care provider about the services

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offered. CCC , medECUBE Healthcare India Pvt. Ltd., is in the business of concierge for medical purposes, and this may include the collection of monetary funds from patients and transfer to healthcare providers;

6. My travel to _____ and my medical treatment and / or surgery in _____ are undertaken solely at my own risk;

7. Doctors and healthcare providers do have the right to refuse treatment based on their initial health assessment, and this in no way reflects on medECUBE Healthcare India Pvt. Ltd., which is strictly a Care Coordination Conceirge provided to the patient.

Therefore, and in any event, I hereby waive, remise, release and forever discharge CCC, medECUBE Healthcare India Pvt. Ltd. , and its Directors, employees and the successors of and from every and any claim of any nature or kind whatsoever that I have, can, shall or may hereafter have, including, without limitation, claims, demands, damages, actions, causes of actions, costs and expenses arising out of or relating to my death, injury, loss or damage (such as disability, loss of capacity, pain and suffering, medical or surgical complication), howsoever caused, arising directly or indirectly out of or in connection with my travel to, from, or within _____ or any medical treatment and / or surgical procedures undergone by me in _____;

AND I agree to save and indemnify CCC , medECUBE Healthcare India Pvt. Ltd. , from and against every and any claim of any nature or kind whatsoever that any third party can, shall or may hereafter have against CCC , medECUBE Healthcare India Pvt. Ltd. , including without limitation claims, demands, damages, actions, causes of actions, costs and expenses arising out of or relating to my death, injury, loss or damage (such as disability, loss of capacity, pain and suffering, medical or surgical complication), howsoever caused, arising directly or

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indirectly out of or in connection with my travel to, from, or within _____ and/ or any medical treatment and / or surgical procedures undergone by me in _____.

This Waiver of Liability and Indemnity shall be and is binding upon me, my heirs, executors, administrators, successors and assigns.

By signing this document, I confirm that I have read and understood it

SIGNED on _____, 20____ in the City/Town of _____, in the State of _____.

Witness _____

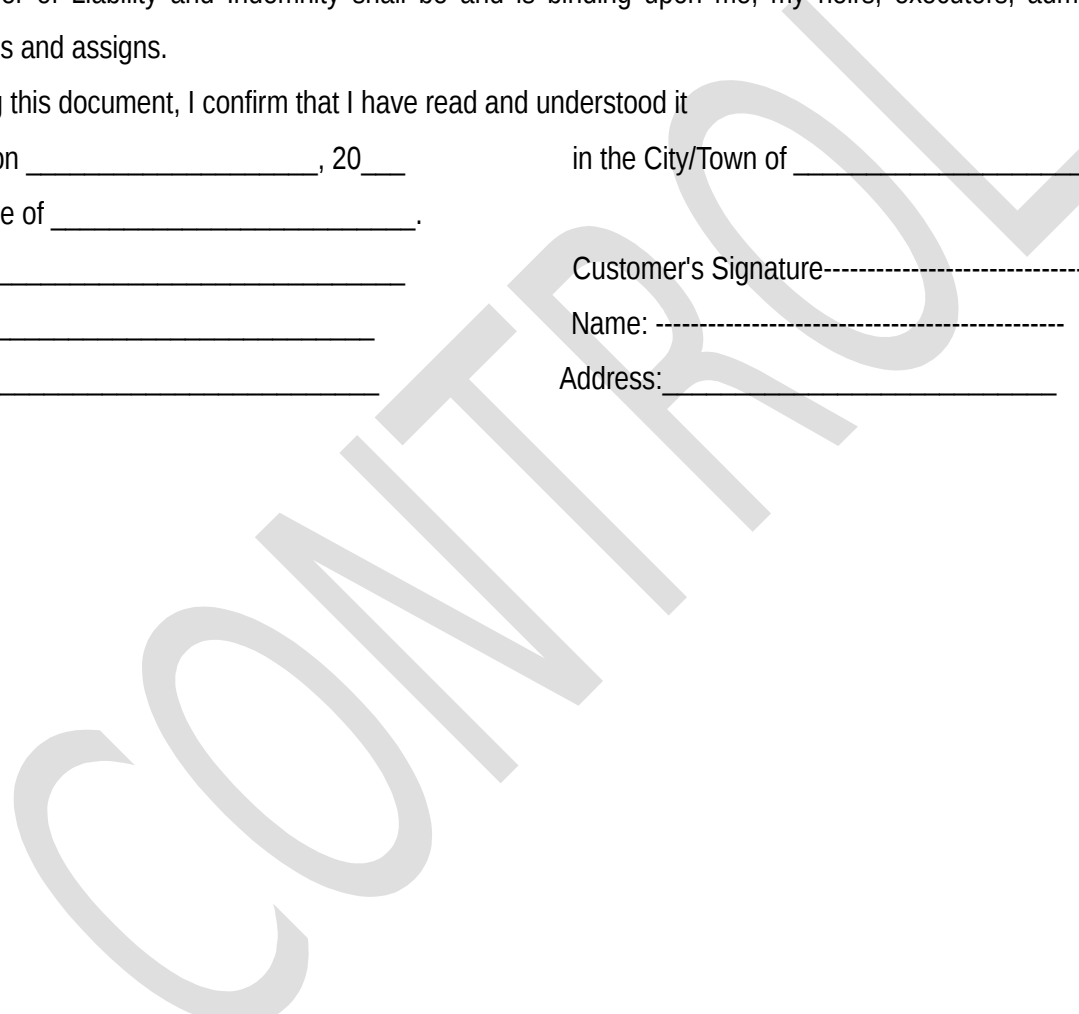
Customer's Signature-----

Name: _____

Name: -----

Address: _____

Address: _____



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