



POLICY	MANAGING COMPUTERIZED CLIENT RECORDS
SECTION	INFORMATION MANAGEMENT
ESTABLISHED LAST REVISED	January 2005 April 2011

POLICY

Brain Injury Services recognises the special considerations that are required in the management of computerised or digitised data which can take the form of text and scanned documents, photographs, video and recordings. The highly portable nature of such data and the ease of duplication make it particularly vulnerable to loss and exposure. Employees who must transport or store client information on portable computers, disks or drives may do so only when there is no alternative.

PROCEDURE

1. Client data that is stored on stationary workstations is
 - a. Secured behind locks and, at some locations, behind alarms as well
 - b. Safeguarded by personal login passwords
 - c. Partitioned by the use of personal profiles such that files are not accessible to other users of the same workstation
 - d. Protected against unauthorised viewing by the use of a timed screensaver
2. Client data stored on portable workstations is safeguarded, partitioned and protected as described in 1, above, and is further secured through the use of power-on passwords.
3. On each workstation where client data is stored a file structure is maintained as illustrated in the following “Managing Electronic Client Records” chart.
4. A file name should indicate the nature of the content: “00999PR30Apr07” would, for example, identify a Progress Report for client 00999 written on 30 April, 2007.
5. Reports will be saved by the last day of the reporting period.

6. An administrator account, employable by the consulting information technology firm, exists on each workstation in order to guarantee undeniable access to the workstation and its data.
7. Client data base that is accessible by agency employees over the internet is transmitted over a secure protocol, is accessible only on password entry and is governed by a hierarchical set of privileges:
 - a. All staff may view the records of actively enrolled clients.
 - b. Case facilitators may edit the record of any client in their caseload. They may not delete the record but may transfer the client to another case facilitator.
 - c. Supervisors may edit the record of any client served by their program. They may not delete the record but may transfer clients among the case facilitators at their respective programs.
 - d. The administrative assistant, clinical services, can create new records, assign clients to case facilitators and view unassigned (i.e., "waitlist") and discharged client records.