TOOLKIT 25 · POLICY STARTER PACK · POLICY 3 OF 8

# Confidentiality and Medical Records Policy

*Who may see what, how records are kept, and how a patient gets a copy*

| | |
|---|---|
| **Facility** | |
| **Policy owner (role) · approved by · date · review date** | |

## Confidentiality

Patient information is shared only with those involved in the patient's care, or with the patient's consent, or where the law requires. Discussing patients in corridors, lifts or on social media is a breach. Information is never shared with immigration or police except by court order or where required by law to prevent serious harm.

## Records

One record per patient, identified by the unique number. Every entry dated, timed, signed and legible. Entries are never erased; corrections are struck through, initialled and dated. Records are kept securely (locked, or access-controlled if electronic) and retained for the period the law requires.

## Access by patients

A patient may see and obtain a copy of their record on request within 30 days, free or at cost price. Requests go to the medical records office (see the Medical Records sign).

## Access by others

Family only with the patient's consent, or for a child by the parent, or for a person lacking capacity by the legal representative. Insurers and employers only with written consent. Researchers only anonymised or with ethics approval.

## Electronic systems

Individual logins, no shared passwords, automatic logout, audit trail. Breaches reported within 24 h to the data-protection lead and, where required, to the authority within 72 h.

## Training and audit

All staff sign a confidentiality undertaking at induction. Annual audit of 20 records for completeness and legibility; annual review of access logs.

| Approved by (name, role) | Signature | Date |
|---|---|---|
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Template from the ASF Policy Starter Pack. Adapt to national law; keep the ASF block; note what you changed.

**ASF standards:** Standard 2 — records and confidentiality; Universal Floor — privacy; Data Protection Policy