

1. Confidentiality & HIPAA Compliance Policy

SideKick Home Care Inc. is committed to maintaining the confidentiality and security of all client information in compliance with the Health Insurance Portability and Accountability Act (HIPAA). This policy ensures the protection of Protected Health Information (PHI) and establishes guidelines for responsible handling of confidential information promulgated at 45 CFR Parts 160 and 164, and all other applicable similar federal, state and/or local statutes, laws, ordinances, regulations, rules and interpretive guidance, and any and all amendments to any of the foregoing.

ACCORDINGLY, CLIENT PROTECTED HEALTH INFORMATION WILL BE TREATED AS CONFIDENTIAL, AND HELD, USED AND DISCLOSED ONLY IN COMPLIANCE WITH APPLICABLE LAWS/REGULATIONS AND AS SET FORTH WITHIN SIDEKICK 'S NOTICE OF PRIVACY PRACTICES (AND AS THE SAME MAY BE AMENDED AT ANY TIME AND FROM TIME TO TIME BY SIDEKICK, AT ITS SOLE AND ABSOLUTE DISCRETION).

All caregivers will collect, use, disclose, maintain and store client protected health information in an honest, ethical, secure and confidential manner.

2. Caregiver & Staff Commitment

- All agency staff and caregivers must use reasonable care to prevent unauthorized disclosure of client information.
 - Client information must only be accessed and used for job-related purposes and should never be shared with unauthorized individuals.
 - PHI will only be disclosed with written client consent or when legally required.
 - Any suspected breach of confidentiality must be reported to the Administrator immediately.
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3. Use & Disclosure of Client Information

Confidential information includes but is not limited to:

- Client's name, address, phone number, and email.
- Dates related to client services (admission date, birthdate, hospitalization date).
- Social Security Numbers and insurance policy details.
- Medical history, diagnosis, or treatment plans.
- Photographic images or identifying details.

Client information may be used or disclosed only when necessary for:

- Care Coordination – Communicating with authorized caregivers and healthcare professionals.
- Billing & Payment Processing – Disclosing necessary details for payment purposes.
- Quality Assurance & Compliance – Internal audits, regulatory reviews, and service improvement.
- Family or Legal Representatives – Sharing information with authorized contacts with client consent.

- Medical Emergencies – Providing PHI to emergency responders.
 - Legally Mandated Reporting –Reporting abuse, neglect, or public health risks.
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4. Information Security & Storage

- All electronic records are maintained in a secure, HIPAA-compliant system with access restricted to authorized personnel.
 - Paper documents must be stored in locked cabinets in a secure location.
 - Employees and contractors are granted the lowest level of access necessary to their job role.
 - All notes, journals, and electronic communications related to clients must be secured and not shared publicly.
 - Any suspected data breach must be reported within 24 hours and will be investigated in accordance with HIPAA guidelines.
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5. Caregiver & Staff Responsibilities

- Do not discuss a client’s personal or medical information in public settings, with unauthorized individuals, or with other clients.
 - Ensure client documentation remains secure and is never left unattended in public areas.
 - Do not store or transmit client information via unsecured methods such as personal email, text messaging, or social media.
 - Do not bring unauthorized individuals (family, friends, pets) to a client’s home or coordinate in-home services outside of agency-approved processes.
 - If an inadvertent disclosure of client information occurs, notify the agency immediately to determine corrective action and potential client notification requirements.
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6. Client Rights & Consent

- Clients have the right to access, review, and request copies of their records.
 - Clients may revoke consent for information sharing at any time, except where legally required.
 - Any complaints regarding privacy violations will be investigated promptly and addressed in compliance with regulatory requirements.
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7. Compliance & Policy Review

- This policy will be reviewed annually and updated as needed.
- All employees and caregivers must complete initial and ongoing confidentiality training to ensure continued compliance.