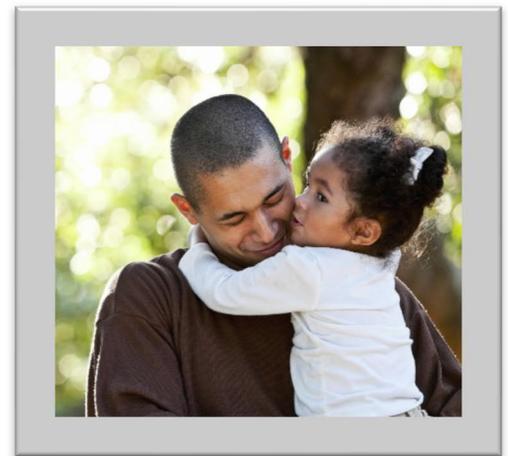
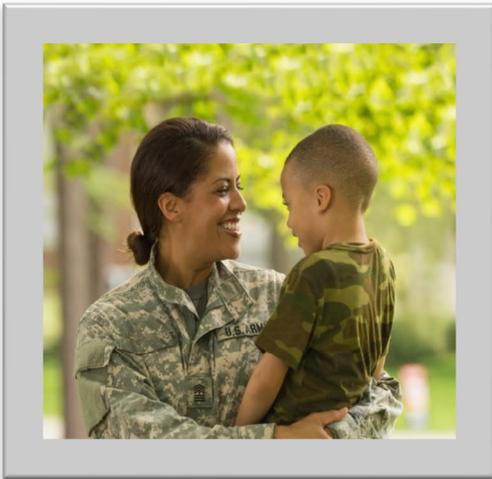




Idaho WIC Training

Confidentiality

Trainer



What Will They Learn?

The Idaho WIC program must ensure the protection of personal information of all applicants and participants. The WIC program has specific policies and procedures to maintain confidentiality. In the following module, you will learn ways to protect personal information of WIC applicants and participants.

Instruction Level

Prerequisite: WIC Overview

Items Needed for This Course

Access to the Idaho WIC website for the following resources:

- Policy Manual - Definitions and acronyms
- Forms - Confidentiality Agreement
- No video for this guidebook

References

- Information adapted from Loving Support© Through Peer Counseling: A Journey Together
- Agency Health Insurance Portability Accountability Act (HIPAA) policy

Recommended Time

- Approximate time it takes to complete the Confidentiality course: 1-2 hours
- Approximate time it takes to complete the activities and discussion: 1-2 hours

Module 1: Confidentiality

Within the Activity Workbook, the learner is asked to discuss with the trainer the following questions:



Ask your trainer what information participants agree to have shared and with whom do they agree that it can be shared?

Ask your trainer if you will need to share any information with other departments/programs as part of your WIC role. If so, who are you allowed to share client information with?

In response to these questions, the trainer should consider the Rights, Responsibilities, and Consent form, where staff identify participants that decline to be contacted and what programs/ departments have a Memorandum of Understanding (MOU) with the WIC program and supporting consent forms.

TIPS

Since procedures and policies may vary by Health District/organization, please see the following tips and share with the Learner if/how these apply to your local agency:

- Staff can ask callers to verify information such as DOB, address, and zip code before discussing anything over the phone such as appointments if they are unsure if the person on the phone is the Responsible Adult and/or second cardholder.
- Share your procedures for information requests; consider how your LA handles requests over the phone or second cardholders on an account.
 - General personal information like SSN, addresses, phone number, name changes, etc. should not be shared over the phone.
 - If at any time it seems suspicious that a second cardholder is making a request for information, suggest staff contact the RA and let them know that the second cardholder on their account is requesting information. It is possible they could forget they have that individual listed as a second cardholder.
 - If staff ever feel uncomfortable sharing they can say something like “I really want to help, but I am not comfortable sharing that information over the phone for your protection.”
 - Also note an individual with custody or a biological parent of an infant/child does not automatically have a right to the information WIC has. If an individual did not supply information to WIC as a Responsible Adult or second cardholder, they cannot have information from WIC without consent from the Responsible Adult.



Activity 1

The learner is asked to answer the following questions; the following answers will vary based on the learner's responses.

1. Have you had personal information about you or your family shared with others without your knowledge or permission?
2. How did that feel? How would you imagine it might feel?
3. What situation can you imagine might make it hard to keep a client's personal information confidential?



Activity 2

The learner is asked to answer and review the Confidentiality Agreement; the following answers will vary based on the learner's questions. The trainer should retain a copy for the local agency to keep onsite for monitoring.

1. After reading the confidentiality agreement, do you have questions?
2. Sign the confidentiality agreement and give the original to your trainer.
3. Keep a copy of the confidentiality agreement for your own records.