

Standard 12: Privacy and Confidentiality

Description

The optician respects clients' rights to the privacy and confidentiality of their personal and health information and complies with applicable legislation at all times.

Expected Outcome

The client can expect that their optician will safeguard their personal and health information and protect their privacy and confidentiality as required by relevant legislation.

Criteria

- 12.1 Adhere to all relevant privacy and confidentiality legislation and regulatory requirements.
- 12.2 Perform services in a manner with consideration for client confidentiality.
- 12.3 Conduct assessments, treatments, conversations, and consultations in a manner that preserves client confidentiality and privacy.
- 12.4 Store, transfer, and dispose of client records in a manner that protects client confidentiality, except in circumstances specified by law.
- 12.5 Obtain client consent before collecting, using, and/or disclosing confidential information to parties outside of the client's circle of care, except in circumstances specified by law.
- 12.6 Only collect information that is necessary for the services being provided.
- 12.7 Ensure that client personal and health information is accurate, complete, and up to date.
- 12.8 Report privacy breaches to the Office of the Information and Privacy Commissioner for British Columbia (OIPC) to ensure management and mitigation of risk.

Related Standards of Practice

- Standard 1: Client-Centred Practice
- Standard 3: Collaborative Care
- Standard 8: Dispensing of Vision Appliances
- Standard 9: Independent Automated Refraction
- Standard 14: Record Keeping and Billing
- Standard 16: Risk Management and Quality Improvement