



a place of mind
THE UNIVERSITY OF BRITISH COLUMBIA



Confidentiality, Communications and Professionalism Policy

Throughout the Program, learners are expected to adhere to the professional standards set by the College and the Faculty of Medicine. These standards include confidentiality about clinical care, secure and appropriate use of communications and described professional behaviours of health care providers.

Confidentiality

Clinical placements expose learners to the personal and private information of others related to their contact with the health care system. This occurs through direct contact in clinical encounters, in chart and peer reviews and through their contact with preceptors and peers. Confidentiality means ensuring client data is not shared outside of the health care team who need to know unless explicitly consented to by the client. Learners will not disclose personal information that can indirectly disclose private information of any person other than the person it belongs to. Students are cautioned about sharing client mementos or photos without permission and will refrain from sharing aspects of a clients' clinical care that has even the remote possibility of making the client identifiable to others. Judicious use of public, online communications is essential to ensure privacy.

Communications with clients, and about clients with the practice team, must be done using a secure method. This includes use of all technology including video, email, and texts to share information with or about a client. Learners must adhere to the Personal Information Protection Act when accessing and using client information and records. Electronic devices must be encrypted if they are used to communicate or access confidential information.

Communications

Students should be familiar with and adhere to the BCCNM's Records, Data, and Privacy Standards at all times. This includes the following policies, which dictate medical responsibilities regarding record keeping, as well as using electronic communication for transmitting medical information, and appropriate use of social media communication with or regarding client information, as a health care provider.

[Policy on Medical Records](#)

[Policy on Midwifery Data Submission](#)

[Personal Information Protection Act Requirements](#)

[Guideline for Participating in Social Media](#)

[Guideline for Using Electronic Communications to Transmit Client Information](#)

[Consent to Use Electronic Communications](#)

Professionalism

The Program encourages appropriate client and supervisor relations. This includes maintaining a high standard of inter-professional and intra-professional relationships. Professional boundary setting must be adopted with clients, with preceptors and other members of the hospital and clinic staff. Extreme caution should be observed when communicating through email and any form of social media. Students are encouraged to seek advice from the program if these requirements are unclear.

As noted in the General Program “Standards of Professionalism” policy, the Faculty of Medicine at the University of British Columbia has established a Professional Standards Policy for Faculty Members and Learners in the Faculties of Medicine and Dentistry. Faculty members and registered students are required to sign a copy of this document and submit a duplicate acknowledged copy to the Student Services office. The document is available on-line at [MedNet > HR > Policies](#) for your review. A hard copy will be distributed at the Orientation session in September, and must be returned, signed, to the Student Services office by the end of the first week of the fall semester.