

**CONTROLLED DOCUMENT**

Department:	Administration Department
Document No:	CMC- HR - 001
Issue Date:	01/05/2008
Revision Date:	28/10/2020
Next Review Date:	27/10/2022

CONFIDENTIALITY POLICY**1. PURPOSE:**

1.1. To ensure employees are fully aware of their responsibilities not to divulge confidential information during and after their tenure with Canadian Medical Center Group.

2. POLICY STATEMENT:

2.1. Any action leading to the disclosure of information that may have a direct or indirect negative impact on patient care, fellow staff and the organization is considered as breach of confidentiality agreement.

2.2. It is the responsibility of all CMC employees to protect the confidentiality of patient medical records and information, regardless of the source of the information; including specific reports, computer printouts and screens, hospital databases, statistics, verbal communications and observations.

2.3. The medical record is a confidential document that details personal, medical information regarding the patient being treated at the healthcare facility. Due to the sensitive nature of the information being recorded, access to the medical record is strictly controlled.

2.4. Staff members who have access to medical information shall not share any information with others who are not involved in the care and treatment of the patient.

2.5. Confidential information in the Human Resource Department includes employee telephone numbers, date of birth, marital status, spouse name, child or children's names and ages, performance appraisals, contract details, salaries and benefits, disciplinary action taken, terminations, promotions and all other sensitive information about an employee, unless required in the course of operations.

2.6. The Human Resource employee files must be maintained in a secure area with access limited to authorized individuals only.

2.7. During and after the course of the Employee's tenure with CMC, there may be a part of discussions involving CMC's budgets, strategies, business plans, patient's demographics, etc. Such information falls under the confidentiality agreement ensuring that employees will keep such confidential information to themselves and not share it with anyone. Such information may be in the form of verbal, written or electronic data and other type of sources; regardless of the type of information it remains confidential.

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2.8. All Employees should use their discretion when discussing work related matters in casual setting when away from the office (e.g. at lunch, at home, when socializing with friends) ensuring that confidential work related matters are not shared.

2.9. CMC adheres to the Confidentiality Policy and practices zero tolerance to any sort of breach. Any breach of this policy may result in immediate disciplinary action including termination and/or legal proceedings.

3. SCOPE:

3.1. Covers recruitment of all manpower at CMC and Group which is

- 3.1.1. Canadian Medical Center LLC
- 3.1.2. Canadian Medical Center LLC Branch -2
- 3.1.3. Canadian Medical Center LLC Branch – 3
- 3.1.4. Canadian Medical & Rehabilitation Center LLC
- 3.1.5. Canadian Medical Center & Plastic Surgery LLC
- 3.1.6. CMC Healthcare Sole proprietorship LLC
- 3.1.7. Canadian Medical Center for Surgery & Cosmetic
- 3.1.8. CMC First Aid Clinic

4. TARGET AUDIENCE:

- 4.1. All employees of CMC Group
- 4.2. Outsourced employees of CMC Group
- 4.3. Part time employees of CMC Group

5. RESPONSIBILITY:

5.1. Joint responsibility is held by the Medical Directors of the Canadian Medical Center Clinics, Operations Manager, Nurse Manager, Administration Manager and Chief Compliance Officer / Individual Head of Departments, (HOD's), Human Resources Department.

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CONFIDENTIALITY POLICY**6. PROCEDURE:**

6.1. As part of the joining formality, employee will sign a Confidentiality agreement and declaration forms at the HR department before they commence work.

6.2. The signed document will be placed in the employee's personnel file, both hard and soft copy

7. DEFINITIONS AND ABBREVIATIONS:

7.1	Confidentiality Information	Includes but is not limited to patient data, employee data, compensation data, computer programs and codes, customer lists, customer preferences, financial information, pending projects and proposal, propriety production processes, research and development strategies, scientific data and formula, technological data
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8. DISTRIBUTION LIST:

8.1. On shareholder Policies HR

9. CROSS REFERENCE, RELATED LEGISLATION, FORMS, POLICY & DOCUMENTS:

- 9.1. Joint Commission International Accreditation for Ambulatory Care, Fourth Edition 2019. Joint Commission Resources; SQE 1 & 2
- 9.2. Hospital Standards, Health Authority-Abu Dhabi, 2008;
- 9.3. ISO 9001:2015 Quality Management System Requirements ISO 14001:2015 Environment Management System.

10. KEY RESULT AREAS:

10.1. Nil instances of non-compliance with this policy.

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CONFIDENTIALITY POLICY**11. AMENDMENT HISTORY:**

Version	Revision Date	Description of Amendments	Pages
01	01/05/2008	New policy	All Pages
02	28/10/2020	ADHIC Classification Added	Throughout the policy

12. APPENDIX:

- 12.1. Confidentiality and Non-Disclosure Agreement
- 12.2. Information Security Acknowledgement Form
- 12.3. Acceptable Use Policy Acknowledgement Form

13. APPROVAL SHEET:**Document Developed & Reviewed By:**

Licensing Officer	Ms. Aprilia Ariesia		28/09/2020
	Name	Signature	Date

Document Developed & Reviewed By:

Asst. Manager Quality/ Chief Compliance Officer	Ms. Dhanya Thankappen		28/09/2020
	Name	Signature	Date

Document Approved By:

Manager Human Resources /Chief Administration Officer	Mr. Sallam Mohammed Naji		29/10/2020
	Name	Signature	Date