

## CHAPTER 22 - ACCIDENTAL/INCORRECT CLIENT ACCESS

<b>LOCATION</b>	AVATAR CWS→CLINICIAN MENU→ACCIDENTAL/INCORRECT CLIENT ACCESS
<b>PURPOSE</b>	<p>In order to protect client’s confidentiality only those individuals who are authorized to access the client’s health information for treatment purposes may do so. It is our policy that no staff member may access a client’s health record for their own personal gain. However, we recognize that there may be times when a staff member enters a client number incorrectly and gains access to a client’s record in error. As a result, we have developed this form to more accurately document when access to a client’s health record is gained in error.</p> <p>This form will be used for audit purposes in order to accurately document the reason a particular staff member may have accessed the health record. This form may also help staff members recall the access in error, if this is ever in question.</p>
<b>RULES</b>	<p>This form shall be completed by the staff member who accessed the client’s health record in error. The staff member will enter a brief description of the error (i.e. wrong client number entered).</p> <p><b>Do not enter another client’s name in the description.</b></p>
<b>STEPS</b>	<ol style="list-style-type: none"> <li>1. Select Accidental/Incorrect Client Access</li> <li>2. Enter your NTID (your Avatar USERNAME) and select</li> <li>3. The first time you enter data in to this form it will default open to the form. If you have previously entered data, from the pre-display select ADD to enter new information or Edit to make changes to an existing entry.</li> <li>4. Enter the date of the Incorrect client was accessed.</li> <li>5. Enter the Client ID or Name of the INCORRECT client.</li> <li>6. Enter the Client ID or Name of the CORRECT client.</li> <li>7. Enter a description of why or how you accessed INCORRECT client. (i.e. wrong client number entered).</li> <li>8. Submit.</li> </ol>



