



Client Consent Policy and Procedure

Compliance with the Policy Directive and Procedure is **Mandatory**

Pages: 2

Procedure Type	Clinical Policy and Procedure Document
<p>Purpose of the Procedure</p>	<p>Care Assess is committed to specialising in assessment and coordination of home and community aged care and brokerage of service provision for people living in the community.</p> <p>This policy outlines the steps used by Care Assess to ensure that the process of obtaining client consent is managed appropriately and is considered as an essential component of the assessment and planning process currently employed by Care Assess. The Care Assess Obtaining Consent Policy and Procedure provides a framework to support the safe and appropriate recording of client information</p>
<p>Definitions</p>	<p>Informed Consent</p> <p>For consent to be informed, the client or carer needs to be fully aware and have an understanding of the condition, the nature and purpose of the available and proposed healthcare, the potential consequences of each option.</p> <p>The client should be aware of what is likely to occur should they choose not to receive the healthcare 1.</p>
<p>Policy</p>	<p>All clients have the right to decide who has access to information they have shared with a health professional. All clients of Care Assess will be assured that their informed consent will be obtained prior to discussion, or release of information and/or access to any records regarding their situation.</p>

<p>Procedure</p>	<p>Following acknowledgment of the Clients Rights and Responsibilities Care Assess Staff are:</p> <ul style="list-style-type: none"> • Required to gain the client signature on the client Consent Form at initial assessment; OR, • Gain a Verbal consent following the Care Assess staff member informing the client about the need to gain consent. This process would usually occur via the telephone or other information technological device. • At assessment stage the client will be informed of their rights and provided with appropriate information • A copy of this information and the signed client consent form will be provided for the client. • In the event of an emergency situation, referral to the Care Assess CEO is required to ensure Care Assess staff adheres to the Privacy Act 2001. • Client information is collected and stored in a secured manner. • Clients have the right to access their own records – see <i>Care Assess Privacy Policy</i>. • Third party access to client information has been documented in both the Care Assess Privacy Policy and the Care Assess Confidentiality Policy.
<p>Policy Alert: DVA specific procedure</p>	<p>The purpose of obtaining consent from the veteran or war widow/widower is so that in accordance with the <i>Privacy Act 1988</i>:</p> <ol style="list-style-type: none"> 1. their personal information can be collected and stored by Care Assess and exchanged between: <ul style="list-style-type: none"> • Care Assess and VHC service provider/s; • Care Assess to referrers to the program (e.g. discharge planners, GPs etc); • Care Assess and non-DVA agencies or programs for purposes of referral from VHC to other programs, or for care coordination between VHC and other programs (e.g. HACC, CACPS etc); and 2. additional personal information regarding the veteran or war widow/widower can be collected and disclosed for non-DVA purposes, for example collection of data for HACC or for an organisation’s client database. <p>Without the express or implied consent to collect, store and share information between Care Assess and VHC service provider, a VHC</p>

	<p>assessment cannot be performed and VHC services cannot be delivered.</p> <p>If the veteran or war widow/widower agrees to information to be shared between Care Assess and VHC service providers, but declines to provide consent for information to be shared with any other non-DVA parties, a VHC assessment and VHC services may still be provided. However, referrals cannot be made to other programs.</p> <p>Carer Consent: Consent is also required from the veteran or war widow/widower's carer if DVA is asking questions about the carer's needs.</p> <p>If the carer is not a veteran or a war widow/widower, this consent must be obtained separately during the assessment process.</p> <p>Before an initial formal assessment can take place the VHC assessor must obtain consent. The VHC assessment instrument provided two options for obtaining consent and the veteran or war widow/widower should be asked which option they prefer.</p> <p>For subsequent assessments, the VHC assessor needs to confirm that the previous consent still applies.</p>
Scope	<p>Category of Staff</p> <p>Care Assess Directors.</p> <p>Care Assess CEO.</p> <p>Care Assess Clinical Management Staff.</p> <p>Clinical Co-ordinators who act as mentors to all clinicians within Care Assess.</p> <p>Registered Nurses and Enrolled Nurses under the direction of a Registered Nurse.</p> <p>Program Coordinators responsible for specific programs administered by Care Assess.</p> <p>Care Assess Agents and Contractors (includes sub contractors and temporary contractors).</p>
References	VHC Guidelines – Assessment Agency
Related Policies	To be read in conjunction with the Care Assess Client Consent and Financial Information Policy.

Date Implemented: 22.10.2012

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