

New Britain EMS Policy and Procedure Manual
Policy # 600-205
Title: Social Security Number Privacy Protection Policy
CAAS Standard #
Effective Date: 8/1/2009

Scope:

Board of Directors
EMS Chief Officers
EMS Captains
EMS Lieutenants
EMS Administrative Coordinator
EMS Community Outreach Coordinator
EMS Clinical Quality Coordinator
EMS Project Assistant
EMS Field Training Officers
EMT-Paramedics
EMT-Basics/Intermediates

Purpose:

This policy defines the organizations response to staff and patients for preventing the theft of social security numbers as mandated by Connecticut General Statutes Section 42-471; An Act Concerning the Confidentiality of Social Security Numbers.

Policy/Procedure:

Personal Information

It is the policy of New Britain Emergency Medical Services ("NBEMS") to protect the confidentiality of all personal information, including social security numbers, of its patients, employees, staff members and other clients. State law defines personal information as information "capable of being associated with a particular individual through one or more identifiers, including but not limited to, a Social Security number, a driver's license number, a state identification care number, an account number, a credit or debit card number, a passport number, an alien registration number or a health insurance identification number, and does not include publicly available information that is lawfully made available to the general public from federal, state or local government records or widely distributed media."

Use and Transmittal of Personal Information:

Personal information shall not be placed on identification cards or badges, membership cards, permits, licenses, time cards, employee rosters, bulletin boards, or any other materials or documents that are publicly displayed. Documents, materials or computer screens that display personal information shall be kept out of public view at all times.

Documents containing personal information shall only be mailed or transmitted if a State or Federal law, rule, regulation, or court order or rule authorizes, permits, or requires that personal information appear in the document. Additionally, documents containing all or more than four sequential digits of a social security number, that are sent through the mail, shall not reveal the number through the envelope window or otherwise be visible from outside the envelope or package.

Personal information shall not be sent over the Internet or a computer system or network (e.g. through e-mail) unless the connection is secure or the transmission is encrypted. No individual shall be required to use or transmit his or her personal information over the Internet or a computer system, or to gain access to an internet website, computer system, or network (e.g. through e-mail) unless the connection is secure, the transmission is encrypted, or a password or other unique personal identification number or other authentication device is also required to gain access to the Internet website or computer system or network.

Storage of Personal Information:

All documents or files that contain personal information shall be stored in a physically secure manner. Personal information shall not be stored on computers or other electronic devices that are not secured against unauthorized access.

Destruction of Personal Information:

Documents or other materials containing personal information shall be discarded or destroyed only in a manner that protects their confidentiality, including but not limited to:

- Paper documents will be shredded.
- Electronic documents will be erased or made unreadable.
- Personal information will be erased from computer equipment and/or made unreadable.

Unauthorized or Unlawful Use or Disclosure of Personal Information:

NBEMS shall take reasonable measures to enforce this privacy policy and to correct and prevent the reoccurrence of any known violations. Any person and/or employee who knowingly obtains, uses or discloses personal information for unlawful purposes or contrary to the requirements of this privacy policy shall be subject to discipline up to and including discharge. Additionally, certain violations of the state law carry criminal and/or civil sanctions. NBEMS will cooperate with appropriate law enforcement or administrative agencies in the apprehension and prosecution of any person who knowingly obtains uses or discloses personal information through NBEMS for unlawful purposes.

Access to Personal Information:

Only persons who have a legitimate business reason and are authorized by NBEMS management shall have access to personal information.

Contact Information:

Questions regarding this policy should be directed to the New Britain EMS Corporate Compliance Officer as outlined below:

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Bruce Baxter, CEO

Authorized By:

New Britain EMS Board of Directors

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