Documentation, Confidentiality, and Mandated Reporting
The Importance of Documentation

- It is a record of the services you have provided
- It is evidence that you have done your work
- It protects you and your agency
- It is a requirement that agencies must comply with to get paid
- It helps you to track your work with your clients
Expectations

- Documentation should be legible and written with professional grammar
- The agency will train students on preferred documentation formats
- Students will maintain timely documentation as evidence that services were provided
- Supervisors should review documentation, provide feedback regarding corrections needed
- Supervisors may co-sign documentation
Scenario

- Julie has been seeing 5-6 clients per day, and has been falling behind in her documentation. She often will complete her notes on the weekend, then takes them to field internship the following week. According to her field instructor, progress notes should be filed in the client chart within 24 hours of services rendered.

  - Discuss the problems with this scenario.
  - What are some potential ethical and legal violations?
  - What issues should Julie bring up in supervision?
## Sample Documentation Formats

<table>
<thead>
<tr>
<th>GIRP</th>
<th>SOAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal</td>
<td>Subjective</td>
</tr>
<tr>
<td>Intervention</td>
<td>Objective</td>
</tr>
<tr>
<td>Response</td>
<td>Assessment</td>
</tr>
<tr>
<td>Plan</td>
<td>Plan</td>
</tr>
</tbody>
</table>
Your client, Joseph, is an 11 year old 5th grade who was referred for aggressive behavior in class and on the playground. According to the teacher, these are recent behaviors. You are seeing Joseph for the first time today for an initial assessment. Joseph presented to your office with a scared look on his face, and asked, “am I in trouble again?”
What is HIPAA?

- Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- The Office for Civil Rights enforces HIPAA
- This federal law applies to health information created or maintained by health care providers who engage in certain electronic transactions, health plans, and health care clearinghouses.
- “The HIPAA Privacy Rule for the first time creates national standards to protect individuals’ medical records and other personal health information.”
- As required by Congress in HIPAA, the Privacy Rule covers:
  - Health plans
  - Health care clearinghouses
  - Health care providers who conduct certain financial and administrative transactions electronically. These electronic transactions are those for which standards have been adopted by the Secretary under HIPAA, such as electronic billing and fund transfers.
Why is HIPAA Relevant to the Social Work Field?

- Social workers are required to abide by this ethical standard when providing services to our clients
- Be prepared to respond to question #5 on the quiz!
Requirements

- Students in field may be required to completed a HIPAA orientation and certification process
  - Ensures compliance with patients’ health information
- Make it your priority to protect your clients’ information
  - Comply with confidentiality policies at your field agency
For Additional Information on HIPAA, check out these websites:

- http://www.cms.hhs.gov/hipaa
- http://www.naswdc.org/
- http://www.socialworkers.org/hipaa/default.asp
Confidentiality and Social Media Usage

- Students have a responsibility to safeguard client confidentiality
- Agency and MSW Program social media usage guidelines should be reviewed for compliance
Mandated Reporting

- Social workers are mandated by law to report suspected child abuse

- If you suspect that a child's health or safety is jeopardized due to abuse or neglect by parents or other caretaker who has custody of the child, contact the appropriate state agency.
Child Protective Services (CPS) has hotlines for all 58 counties in California.

Information on how to report child abuse or make complaints is available at:

Mandated Reporting

- Social workers are also mandated by law to report suspected elder (65 years and older) abuse, and suspected abuse of dependent adults (age 18-64) who are disabled when they are unable to meet their own needs, or are victims of abuse, neglect or exploitation.
• APS Each county has an APS agency to help elder and dependent adults
• If you want to report elder abuse, contact your local county APS agency
• **Information on reporting is available at:**
  - [http://www.cdss.ca.gov/agedblinddisabled/PG1298.htm](http://www.cdss.ca.gov/agedblinddisabled/PG1298.htm)
• Abuse reports may also be made to your local law enforcement agency.
Reports of abuse that occur in a nursing home, a board and care home, a residential facility for the elderly, or at a long term care facility are the responsibility of the Ombudsman's office which is administered by the California Department of Aging.