

How does the Lupine Wellness Center handle confidentiality?

All staff are bound by confidentiality. Client information is only disclosed with the written consent of the client. However, there are exceptions to this rule. Confidentiality can or must be breached when:

- Duty to warn and protect others and self:
 1. Clients or a supervisee are likely to do physical harm to himself, herself or a third party.
 2. Any physical or sexual abuse or neglect is reported to a member of a vulnerable population (i.e., children, the elderly, those with cognitive delays, etc.).
- Disclosure is ordered by the court.
- Consultation with other professionals is necessary.
- To obtain payment through third parties (insurance companies).
- Clients file complaints against their counselors.
- Supervision of student clinicians

Confidentiality and the limitations thereof are to be explained in both written and oral form to all clients receiving clinic services. Both clinical and non-clinical personnel are expected to abide by the rules of confidentiality and privacy. Should confidentiality be violated by clinic staff, the acting Clinical Director will determine the proper actions to take with both the staff member(s) and the client(s).

All files and records will remain confidential. No information included in any hardcopy or electronic files will be disclosed without the client's consent. Only relevant personnel will have access to client records and files. Access to electronic information will be password protected.

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