

# THE BEHAVIORAL HEALTH

## Training & Education Network

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### Management of Educational Records/Confidentiality

Effective: 2000/Revised 2010

**Policy:** To insure educational records are current, accessible and confidential

**Purpose:** This policy refers to the proper management of all learner records including the maintenance, updating, availability and confidentiality of all learner records.

**Staff Involved:** The Program Director and Associate Director have the responsibility to insure that all staff adhere to this policy. The BHTEN support staff, including the Data Analyst, Registrar and Clerical Assistant are responsible for the day-to-day management and upkeep of our electronic databases associated with all educational events.

#### Processes/Procedures:

- Maintenance/Updating:
  - The Registrar and Clerical Assistant are primarily responsible for entering pre-registration data which includes demographic information, payment information, etc. into the data base and associating such data with a specific educational event(s). The Registrar and/or Clerical Assistant will print out all sign-in sheets needed for the day of the event.
  - Following all educational events, the Data Analyst will enter attendance data and will make any needed adjustments to the amount of CEUs to be awarded (based on attendance, times signed in/out, completion criteria, etc.). The Data analyst also has the responsibility of insuring accuracy of the databases, e.g., removing any duplications, data migration, correcting any inaccurate data, etc.
  - Timeframes: for a given event, all databases must be up to date within one week following the event
- Availability: based on the continual updating of records as previously noted, all requested reports, learner transcripts, etc. should be available within two weeks of the request.
- Confidentiality: the essential components of this policy which relate to confidentiality and the release of records is as follows:
  - Individual learner records can only be released to the learner unless he or she designates, in writing, a third party
  - All requests for learner records, including transcripts, must be in writing using the BHTEN “*Duplicate Certificate/ Transcript Request Form*” (refer to the BHTEN Duplicate Certificate/Transcript form)
  - All requests for release of records are to be approved (or denied) by the BHTEN Program Director or his/her designee

**New Employees:** Upon hiring, new employees will review this policy and will receive additional information, as needed, from the BHTEN Program Director and/or Associate Director.

**Additional:** Although this policy refers to tasks associated with specific support staff members, the expectation is that cross-training occurs such that all support staff can perform all the duties listed above as needed.

**Category 9: System for Awarding CEUs and Maintaining Learner Records (9.3.1)**

Documented policy for availability of training records.