

User Policy, Responsibility Statement & Code of Ethics

For: _____
User Name (*print Name*)

from: _____
Agency Name (*print Name*)

USER POLICY

Partner Agencies who use the Knoxville HMIS and each User within any Partner Agency is bound by various restrictions regarding the Client information.

It is a Client's decision about which information, if any, is entered into HMIS and whether that information is to be shared and with any Partner Agencies. ***Client Consent/Release of Information*** shall be signed by Client before any identifiable Client information is entered into HMIS or designated in HMIS for sharing with any Partner Agencies. User shall insure that prior to obtaining Client's signature; the Knoxville HMIS ***Notice to Clients of Uses and Disclosures*** was fully reviewed with Client in a manner to insure that Client fully understood the information (e.g. securing a translator if necessary).

USER CODE OF ETHICS

Users must be prepared to answer Client questions regarding HMIS.

Users must faithfully respect Client preferences with regard to the entry and sharing of Client information within HMIS. Users must accurately record Client's preferences by making the proper designations as to sharing of Client information and/or any restrictions on the sharing of Client information.

Users must allow Client to change his or her information sharing preferences at the Client's request.

Users must not decline services to a Client or potential Client if that person refuses to allow entry of information into HMIS or to share their personal information with other agencies via HMIS.

The User has primary responsibility for information entered by the User. Information Users enter must be truthful, accurate and complete to the best of User's knowledge.

Users will not solicit from or enter information about Clients into HMIS unless the information is required for a legitimate business purpose such as to provide services to the Client.

Users will not alter or over-write information entered by another Agency.

Users will not use HMIS database for any violation of any law, to defraud any entity or conduct any illegal activity.

Upon Client written request, users must allow a Client to inspect and obtain a copy of the Client's own information maintained within HMIS. Information compiled in reasonable anticipation of or for use in a civil, criminal or administrative action or proceeding need not be provided to Client.

Users must permit Clients to file a written complaint regarding the use or treatment of their information within HMIS. Client may file a written complaint with either the Agency or Knoxville HMIS at The University of Tennessee College of Social Work, 1618 Cumberland Ave. Knoxville, TN 37996. Client may not be retaliated against for filing a complaint.

USER RESPONSIBILITY

Your username and password give you access to the HMIS software. Users are also responsible for obtaining and maintaining their own security certificates in accordance with Agency Partner Agreement.

Initial each item below to indicate your understanding and acceptance of the proper use of your username and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from HMIS database access, and may result in disciplinary action from the Partner Agency as defined in the Partner Agency’s personnel policies.

I agree to maintain the confidentiality of Client information in HMIS in the following manner:

- _____ My username and password are for my use only and will not be shared with anyone.
- _____ I will not use the browser capacity to remember passwords: I will enter the password each time I log on to the HMIS.
- _____ I will take reasonable means to keep my password physically secure.
- _____ I will only view, obtain, disclose, or use the database information that is necessary to perform my job.
- _____ I understand that the only individuals who may directly access HMIS Client information are authorized users, and I will take these steps to prevent casual observers from seeing or hearing HMIS Client information.
- _____ I will log off of HMIS before leaving my work area, or make sure that the HMIS database has “timed out” before leaving my work area.
- _____ I will not leave unattended any computer that has HMIS “open and running”.
- _____ I will keep my computer monitor positioned so that persons not authorized to use HMIS cannot view it.
- _____ I will store hard copies of HMIS information in a secure file and not leave such hard copy information in public view on my desk, or on a photocopier, printer or fax machine.
- _____ I will properly destroy hard copies of HMIS information when they are no longer needed unless they are required to be retained in accordance with applicable law.
- _____ I will not discuss HMIS confidential Client information with staff, Clients, or Client family members in a public area.
- _____ I will not discuss HMIS confidential Client information on the telephone in any areas where the public might overhear my conversation.
- _____ I will not leave messages on my agency’s answering machine or voicemail system that contains HMIS confidential Client information.
- _____ I will keep answering machine volume low so that HMIS confidential information left by callers is not overheard by the public or unauthorized persons.
- _____ I understand that a failure to follow these security steps appropriately may result in a breach of Client HMIS confidentiality and HMIS security. If such a breach occurs, my access to the HMIS may be terminated and I may be subject to further disciplinary action as defined in the partner agency’s personnel policy.
- _____ If I notice or suspect a security breach, I will immediately notify the Director of my Agency and the Knoxville HMIS Security Officer.

I understand and agree to comply with all the statements listed above.

HMIS User Signature	Date	HMIS User Name <i>(please print)</i>
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Agency Director Signature	Date	Agency Director Name <i>(please print)</i>
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