

Module E Section 2
Confidentiality
Quiz

1. Maintaining confidentiality requires a Support Broker to clearly obtain permission before giving out verbal or written information about his or her employer. Although that seems like a black and white statement, what is the impact in the event that your employer has a legal guardian who must sign all documents pertaining to your employer?
 - A. There is no impact. It really is a black and white issue. Legally, a Support Broker must obtain permission from the legally entitled person whether that is the employer or someone else who has been granted guardianship of your employer. Good practice is guided by legal requirements.
 - B. There is no impact. It would not change what I would do. If a Support Broker truly embraces Self-Determination, he or she must look beyond legality and seek permission from the individual with a disability. If he or she agrees to let you exchange information with some person or agency, then that is all that matters.
 - C. There could be a large impact. In order to provide appropriate and professional supports, a Support Broker must clearly document - using proper forms - that permission has been given before exchanging information with others. It would be disrespectful to coordinate an exchange of information about an employer without his or her knowledge regardless of guardianship status, but it also would be equally wrong not to gain the approval of the individual's legal guardian.
 - D. There could be a large impact. For confidentiality purposes it is not acceptable for your employer to even talk to another person without their guardian present. They cannot even interview for a job without their guardian present. It would be so difficult to maneuver this type of situation that it may not be worth a Support Broker's time. They should focus only on those people who do not have guardians. People who have to have guardianship do not belong on this waiver option.

2. In your reading, you met Michael, a twenty-four year old man, who needs a new transportation provider. While trying to talk to a person about the job at the grocery store, a member of Michael's Circle of Support overheard you and felt you had violated Michael's privacy. How would you have responded?
 - A. Frankly, I think his father overreacted. Michael and I are very open with friends and colleagues and Peter was someone who knew a lot about Michael anyway. When looking for Community Support Providers, it takes that kind of openness to make people feel comfortable with the job.

- B. It is clear that I upset a person who is an important support to Michael. Although I began talking with Peter in the store casually about the opportunity of working for Michael, the conversation did get too laid back. I would apologize to Michael's father and Michael. Perhaps it would be good to talk to the Circle of Support about this situation and figure out some new ways to connect with possible providers in the future.
 - C. I would immediately confront Michael's father with the reality that I am responsible for finding providers for Michael. It is tough to find someone who can transport Michael at 2:00am and therefore, he needs to be a little more supportive of what I do for his son.
 - D. I would take Michael's father aside and let him know that Michael had given me permission to talk to anyone I needed to about him so that I could find providers. Because you never know when you might run into someone, I made sure to tell Michael he needed to understand the situation.
3. What is the best way to describe the concept of PURPOSE as it relates to confidentiality?
- A. When someone gives permission to exchange information with another person or agency, he or she should clearly understand why this exchange is necessary and that information will be exchanged only for that reason.
 - B. Purpose only applies when verbal information is exchanged. Written information exchange does not have to be justified.
 - C. The need to define purpose only applies when written information is exchanged. Verbal information does not have to be justified.
 - D. It relates to knowing who the person receiving the information is. If the person is trustworthy, the information can be freely passed on.
4. The concept of MAINTENANCE is an important one for Support Brokers. There were three key ideas reviewed that pertain to maintaining the confidential records of participants in the "My Voice, My Choice" waiver option. Which answer comes closest to describing the key components of MAINTENANCE?
- A. All released records must be documented in the employer's file.
 - B. Best practice indicates that documentation of information should occur in a timely manner to avoid inaccuracies.
 - C. No one unauthorized will have access to an employer's records; records should not be left out in plain sight.
 - D. Clarifying the importance of confidentiality with those to whom information is shared.

E. All of the above.

5. To protect an employer's confidential information, Brokers must closely abide by the legal rules that govern record keeping and information release. It may be very easy to give out unauthorized information to friends or colleagues while trying to access resources or build a network of providers. Which answer best describes a good rule to follow regarding confidentiality?
- A. Because it is so hard to predict who I will need to talk to, I should have my employer sign a bunch of blank release forms and I will fill them in as needed.
 - B. In terms of protecting an employer's confidentiality, it is best to only exchange information with the people that already are familiar with the situation.
 - C. During the planning process, it is important to identify individuals, current or past providers or others, who clearly should be involved in helping to reach my employer's goals. That way, written authorization can be obtained right up front. Anyone else identified later would need written permission before I exchange any information.
 - D. In order to be absolutely certain, I make sure to get a verbal release from my employer before I talk to anyone.