

# INFORMATION GOVERNANCE

COURSE CONTENT OVERVIEW

## PATIENT REGISTRATION FORM

**PATIENT INFORMATION**

PCP  
 Mr.  Miss  Ms.  
 Mr.  Ms.

Middle: \_\_\_\_\_

First: \_\_\_\_\_

(Former name): \_\_\_\_\_

Social Security no.: \_\_\_\_\_

State: \_\_\_\_\_

Birth date: / /

Age: \_\_\_\_\_

Sex:  M  F

Marital status (circle one)  
Single / Mar / Div / Wid

Home phone no.: \_\_\_\_\_

ZIP Code: \_\_\_\_\_

Employer phone no.: \_\_\_\_\_

Insurance Plan  Hospital

Occupation: \_\_\_\_\_

Employer: \_\_\_\_\_

Di: \_\_\_\_\_

Other: \_\_\_\_\_

**INSURANCE INFORMATION**

Please give your insurance card to the receptionist

Address of employer: \_\_\_\_\_

Home phone no.: \_\_\_\_\_

Employer phone no.: \_\_\_\_\_

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This Information Governance course aims to help learners develop an understanding of why it's so important to keep information secure in a health and social care setting, how to keep records accurate, and when personal information can and can't be shared. The course explains the relevance of data protection law and the GDPR to health and social care settings and helps learners

#### **Module One: Identifying and Understanding Information**

This module explains what is required of staff under data protection law, how to identify sensitive information in a health and social care setting, and why it's important to process information securely.

- What is information governance?
- Why is information governance important in the care sector?
- Data myths
- Which organisations are responsible for information governance?
- What is information?
- Why it's important to identify sensitive information
- What is confidential information?
- Reasons for processing information
- Fair processing
- Individual rights
- Where is information found?
- Which other organisations might hold information?

#### **Module Two: Main Legislative and Other Provisions**

This module explains some of the most significant laws in relation to data protection and information governance.

- The Human Rights Act 1998
- The Freedom of Information Act 2000
- Common law duty of confidentiality
- The Care Act 2014
- The Health and Social Care (Quality and Safety) Act 2015
- The Mental Capacity Act 2005
- The Data Protection Act 2018 and the GDPR

#### **Module Three: Information Sharing**

This module looks at why it's so important to share information, and when and how to do that. The module outlines how to balance the needs for confidentiality, clients' wishes and sharing information.

- Information sharing
- The Caldicott Principles 2013
- Sharing in health and social care
- Care Act guidance
- Consent
- The Mental Capacity Act 2005
- If someone refuses permission to share information
- Sharing confidential information with others
- Data sharing and GDPR
- Data sharing concerns
- Case study

#### **Module Four: Record Keeping and Processing**

This module explains what should be included in a record keeping policy and how to keep accurate records. The module looks at the ICO and CQC expectations and how to dispose of records securely.

- General considerations
- Record keeping policy
- Records associated with care settings
- Surveillance cameras
- How to record information
- ICO and CQC expectations for information security
- Data privacy impact assessments
- Data processing records
- Record management
- Disposal of documents
- Transporting information and mobile data

#### **Module Five: When Things Go Wrong**

This module looks at the duty of candour responsibility, how to handle complaints, and what to do if there's a data breach in your organisation.

- Duty of candour
- Complaints, grievances and whistleblowing
- Data breaches
- Case study
- Training
- Policies and procedures
- Useful resources

## Aims of the Training

By the end of this course, learners will:

- Understand why information governance is important.
- Be aware of the key laws and standards relating to information governance.
- Understand the best practice guidelines relating to information governance, including confidentiality, information sharing and data protection.
- Understand the importance of good and secure record keeping.
- Be aware of the key principles of record security, the methods used to ensure security, and how security breaches should be managed.