

Information Governance



PATIENT REGISTRATION FORM

Today's date: _____ PCP: _____

PATIENT INFORMATION

First: _____ Middle: _____ Last: _____
 Mr. Miss
 Mrs. Ms.

Birth date: ____/____/____

Patient's last name: _____ (Former name): _____
Social Security no.: _____

Is this your legal name? Yes No
If not, what is your legal name? _____

Street address: _____ State: _____

P.O. box: _____ City: _____

Occupation: _____ Employer: _____

Choose clinic because/Referred to clinic by (please check one box): Dr. Other
 Family Friend Close to home/work Yellow Pages

Other family members seen here: _____

INSURANCE INFORMATION

(Please give your insurance card to the receptionist)

Insurance company name: _____ Address of agent: _____

Policy number: _____

Insurance type: Health Life Other

Employer address: _____

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 the data protection law, the GDPR and the Data (Use and Access) Act 2025 (DUAA) to health and social care settings, and helps learners understand their key responsibilities.

Module 1: 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 2: 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
- Data protection legislation

Module 3: 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

Module 4: 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 Information Commission (IC) and Care Quality Commission (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
- IC and CQC expectations for information security
- Data Privacy Impact Assessments
- Data processing records
- Record management
- Disposal of documents
- Transporting information and mobile data

Module 5: 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 protection complaints
- Data breaches
- Training
- Policies and procedures

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.