

Global HMIS User Policy, Code of Ethics & Responsibility Statement

For _____ From _____
Global User Full Name (*print*) Agency (*print*) County (*print*)

GLOBAL USER POLICY

Partner Agencies who use HMIS and each Global User within any Partner Agency is bound by various restrictions regarding the Client and Project information. Global Users are defined as: HMIS Users who have access to HMIS Project information outside their Agency.

It is a Partners Agency's decision about who enters data for their project into HMIS. Global Users may not make modifications to another Project's information. The **Global HMIS User** shall sign this document before global visibility rights are granted. The Global HMIS User must agree to the specific restrictions established in this agreement.

It is a Client's decision about which information, if any, is entered into the HMIS. The **Client Release of Information** shall be signed by Client before any identifiable Client information is entered into the HMIS. Global Users shall ensure that prior to obtaining Client's signature; the **Client Release of Information** was fully reviewed with Client in a manner to ensure that the Client fully understood the information (e.g. securing a translator if necessary.)

GLOBAL HMIS USER CODE OF ETHICS

Global Users must be prepared to answer Client questions regarding the HMIS.

Global Users must faithfully respect Client Preferences and Project confidentiality with regard to the entry and sharing of Client or Project information within HMIS. Global 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. Global Users are prohibited from the sharing of Client and Project information with other Global Users that are not directly authorized by the Project with whom the Client or Project information is affiliated.

At the Client's request, Global Users must allow Client to opt in or out of releasing information into the HMIS and change his or her information sharing preferences at the Client's request.

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

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

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

Upon Client written request, Global Users must allow a Client to inspect and obtain a copy of the Client's own information maintained within the 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.

Global Users must permit Clients to file a written complaint regarding the use or treatment of their information within the HMIS. Client may file a written complaint with either the Agency or Pierce County Human Services – HMIS Systems Administrator at 1305 Tacoma Ave. S., Suite 104, Tacoma, WA 98402-1903. Client may not be retaliated against for filing a complaint.

Global Users will not access Project information without a clear and direct cause to do so.

Global Users may not access Project information in the presence of person(s) who are not Global Users or directly affiliated with that Project.

Global Users will be held accountable for any information that is modified in Projects for which they are not expressly granted authorization to edit.

GLOBAL USER RESPONSIBILITY STATEMENT

Your user name and password give you access to the HMIS database. Global Users are also responsible for obtaining and maintaining their own security certificates in accordance with the *Agency Partner Agreement*.

Initial each item below to indicate your understanding and acceptance of the proper use of your user name and password and HMIS database information. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the 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/Project information in HMIS in the following manner:

- _____ My user name and password are for my use only and will not be shared with anyone.
- _____ I will read and abide by the HMIS Client Release of Information, ensuring Client understands their rights.
- _____ I will not use the browser capacity to remember passwords. I will enter the password each time I open 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 or Project information are authorized Global Users, and I will take any necessary steps to prevent casual observers from seeing or hearing HMIS Client or Project information.
- _____ I will log off HMIS before leaving my work area.
- _____ I will not leave any computer unattended that has HMIS “open and running.”
- _____ I will keep my computer monitor positioned so that persons not authorized to use HMIS cannot view it.
- _____ If hard copies are required, 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 paper copies of HMIS information when they are no longer needed, unless they are required to be retained in accordance with applicable laws.
- _____ I will not discuss HMIS confidential Client or Project information with staff, Clients, or Client family members in a public area.
- _____ I will not discuss HMIS confidential Client or Project 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, voicemail system, or e-mail that contains HMIS confidential Client or Project information.
- _____ I will keep answering machine volume low, ensuring 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, Project HMIS confidentiality, and HMIS security. If such a breach occurs, I understand my access to HMIS may be terminated, and I may be subject to further disciplinary action as defined in my agency’s personnel policy.
- _____ If I notice or suspect a security breach, I will immediately notify the Director of my Agency and Pierce County Human Services.

I understand and agree to comply with the Global HMIS User Policy, Code of Ethics, & Responsibility Statement as listed above.

Global HMIS User Signature	Name (<i>please print</i>)	Date
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Position

Phone

Email