

Policy Number	PPD-007			
Section	Practice			
Subsection	Professional Practice Consultations: Confidentiality and Recording			
APPLICABLE LEGISLATION				
Board Consent	Effective Date	Reviewed Date	Revised Date	# of Pages
	June 2017	Annually		2

1. POLICY STATEMENT

All practice consultations are confidential. When necessary, staff may seek counsel with appropriate advisors internal and external to CLPNNS to ensure they have the most accurate information to provide best practice advice to callers. Where necessary, enough information should be provided to the advisors to ensure a sufficient answer, but not too much information as to breach the confidentiality of the stakeholder initiating the consultation.

2. BREACH OF CONFIDENTIALITY

The confidentiality of the stakeholder may be breached in situations, where the professional practice consultant, acting on good faith, believes there are legitimate issues of professional misconduct, conduct unbecoming, incompetence, incapacity or potential risk to the public.

To manage this, the professional practice consultant must:

- Advise the caller to self-report their issues to their immediate manager or supervisor, *or* report the issues to the immediate manager or supervisor of the nurse in question;
- Notify the caller of their requirement to share this information, and;
- Notify the Executive Director/Registrar (or Designate) in writing of such issues as soon as possible.

3. DISCLOSURE OF INFORMATION

Notwithstanding situations identified in section 2, information obtained through a practice consultation may only be disclosed to others with the written consent of the person initiating the consultation.

4. STATISTICAL INFORMATION

Statistical information regarding consultations (i.e. demographics, type, nature, practice advice) is tracked in a data base and used only for CLPNNS purposes (i.e. resource allocation or development, policy review, and/or education planning).

Practice consultation data is entered into the PPD Consultation Database as soon as reasonably possible to maintain the integrity and spirit of the consultation.

Data to be recorded in the applicable sections of the PPD Consultation Database may include (not an exhaustive list): the subject of the consultation, the professional practice consultant response to the query, caller demographics (if shared), referrals, recommended other resources (e.g., College documents, employer or other agencies)

When and where possible, the professional practice consultant should use a three-factor framework to organize their responses (See APPENDIX A). Consultants should cut and paste their email responses directly into the data base to ensure consistency in recording. The data base should be used as a tool to ensure the delivery of consistent practice advice.

5. LEGAL ADVICE

Practice advice is not legal advice.

6. DISCLAIMERS

When appropriate, (verbally or imbedded in an email) the professional practice consultants can provide a disclaimer outlining the principles of this policy.

Examples

- The information discussed in all practice calls are confidential. CLPNNS does not discuss any information shared during the consultation process without written consent of the caller. However, the Professional Practice Consultant is obligated to disclose the contents of a consultation to the appropriate person/agency, without the consent of the caller, if in good faith they believe the caller has self-disclosed information which is professional misconduct, conduct unbecoming, incompetence, incapacity or a risk to the public.
- CLPNNS maintains statistical data related to practice calls. This information is used internally to assist the College staff to provide services to the membership. A stakeholder name is not necessary to record consultation data.
- Practice advice is not legal advice. It is intended to provide guidance to LPNs so they meet their Standards of Practice and Code of Ethics while providing safe, competent, ethical and compassionate nursing services. Stakeholders seeking legal advice should contact their legal counsel.