

## CONSUMER RIGHTS/CONFIDENTIALITY QUIZ

Name: \_\_\_\_\_

Date: \_\_\_\_\_

- T F** 1. Confidential information can be written and/or verbal information.
- T F** 2. It's ok to borrow \$2.00 from a client if I pay them back the next day.
- T F** 3. A client who does not agree with a program decision can file an appeal or grievance.
- T F** 4. It's all right to ask a client to mow my lawn, if I offer to pay him or her for it.
- T F** 5. If a client refuses to take his or her medication, it's okay to force them to take it.
- T F** 6. If I see a co-worker being abusive towards a client, it's my legal duty to report it to a supervisor immediately, even if I have discussed it with the co-worker.
- T F** 7. If a client tells you that someone has hit them but you know the client "tells tales" and there are no marks on them, you don't have to report this.

**T F** 8. Generally, you must have a signed release of information form signed by the client or his guardian before you can release any information about a client.

**T F** 9. A diabetic consumer always wants to buy honeybuns out of the vending machine. It's ok to tell the consumer that they cannot purchase what they want and make them buy something healthier because of their medical condition.

**T F** 10. Bob's cell phone is missing. He says that Jane has it in her locker. It's ok to check Jane's locker for Bob's phone without letting Jane know.

11. When is it ok to release consumer information without consent?

- A. During a medical emergency.
- B. When required by law.
- C. A and B.
- D. Never.

12. What does HIPAA stand for?

- A. Health Information Protection and Accountability Act
- B. Health Insurance Protection and Accountability Act
- C. Health Information Portability and Accountability Act
- D. Health Insurance Portability and Accountability Act

13. Someone calls saying that they are from Joe's doctor's office. They want to know how Joe is doing on his new medication. What do you do?

14. List 3 ways to protect confidential information here at Chatham Trades.

15. Name 4 things that could be considered confidential information here at Chatham Trades.

BONUS: What does HITECH stand for?