

Staff Frequently Asked Questions: High Risk Behaviour Alert

Can we share High Risk Behaviour Alert information with other care providers or services?

The Health Information Act (HIA) permits the disclosure of PHI for health and safety reasons:

24. Disclosure permitted for health or safety reasons

(1) A custodian may disclose personal health information without the consent of the individual to whom it relates if the custodian reasonably believes that disclosure is required

(a) to prevent or reduce a risk of serious harm to the health or safety of the individual to whom it relates or another individual; or

(b) to prevent or reduce a risk of significant harm to the health or safety of the public or a group of people.

When does re-assessment need to occur?

Reassessment is an ongoing process. Every interaction is a nonformal reassessment. Share your clinical findings/opinions with the care team. If aggressive/violent behaviour occurs, or there is a noted change in behaviour, staff will reassess and document in the chart.

How long does the High Risk Behaviour Alert stay on a client/patient/resident's chart? Who can remove it?

A High Risk Behaviour Alert should not be removed if there has been an actual act of aggressive behavior or workplace violence, unless two (2) years have passed since the incident with no further incidents of violence recorded. Exceptional circumstances, such as a deterioration in clinical condition, may warrant removal prior to the passing of 2 years. The care team will use clinical judgement when removing an alert. A change in the care teams' interventions will be based on the level of risk that they are assessing. Document the removal and reasons for the removal in the chart.



Do we use the orange dot or the orange triangle logo?

Work sites have the option to use either or both the orange dot and poster. Locations that have historically used the orange dot can continue to do so. This new poster with the orange dot with triangle, may be beneficial for larger, more visible signage. Each workplace can decide what will work best for their area.

Do we have to inform the patient if an alert is put on their chart?

The policy does not require that we inform the patient, however but it is recommended that patient/client/resident be advised when it is safe and at an appropriate time to do so. You can also provide the High Risk Behaviour Alert Information handout to patients/clients/residents.

What happens if a family member or visitor is behaving in an aggressive or violent manner?

Expectations of behavior will be reinforced with the family or guest/visitor and if it continues, they can be asked to leave. If the challenging behavior continues, or the person refuses to leave, and is impacting our ability to deliver care, security or police can remove the person. A behavioural agreement or No Trespassing Order may also be issued if required.

