

Rehearsed Responses to Requests for Confidential Information

Possible Request	Possible Responses
<p>“I heard you’re working with... Is that family as demanding as everyone says?”</p>	<p>“I’m a DI Assistant with the Community Centered Board (CCB). I can’t talk about children and families that way.”</p> <p style="text-align: center;">or</p> <p>“DI Assistants aren’t allowed to discuss children and their families with others, sorry.”</p>
<p>“Who’s the funny looking kid that flaps his hands all the time?”</p>	<p>“A child’s information is confidential to everyone but his parents and DI Assistant.”</p> <p style="text-align: center;">or</p> <p>“Sorry, I can’t talk about children outside of the CCB.”</p>
<p>“What’s the scoop on Gail, I heard her husband...?”</p>	<p>“Gail’s my colleague as well as my friend. I can’t discuss her private life.”</p>
<p>“What’s wrong with Suzanna?”</p>	<p>“A child’s information is protected by law. I’d be breaking the law if I spoke about any child I provide services for outside of the CCB.”</p>
<p>“I heard Jason is doing better with that new physical therapist.”</p>	<p>“Jason’s progress is confidential. It is unprofessional for me to discuss it.”</p>
<p>“Is Tanya receiving early intervention services?”</p>	<p>“Services that children receive are a confidential matter. We’re not allowed to speak about children’s services outside of the CCB.”</p>