

## Case Study

**“Mrs. Thompson is an elderly resident in an aged care facility. She expresses her desire to have her personal information kept confidential and not shared with anyone outside the facility. However, her family members request access to her medical records without her knowledge or consent. As an aged care worker, explain how you would navigate this ethical dilemma while ensuring compliance with legal and ethical frameworks in aged care.”**

### Assessment Answer:

In this case, the ethical dilemma revolves around respecting Mrs. Thompson's confidentiality while addressing her family members' request for access to her medical records. Navigating this situation requires a careful balance between honoring confidentiality and complying with legal and ethical obligations in aged care.

Firstly, it is crucial to prioritize Mrs. Thompson's right to privacy and confidentiality. As an aged care worker, I would respect her wishes and maintain the confidentiality of her personal information, including medical records. I would explain to her family members the importance of confidentiality and the legal and ethical obligations to protect her privacy.

However, it is equally important to consider the legal and ethical responsibilities in this situation. Aged care facilities often have policies and procedures in place regarding access to residents' information. I would review these policies to ensure compliance and determine if there are any exceptions or provisions for sharing information with family members. If such provisions exist, I would explain the process to Mrs. Thompson's family members and ensure they understand the legal requirements for obtaining consent or proper authorization.

In cases where Mrs. Thompson is unable to provide informed consent due to cognitive impairment or other reasons, it may be necessary to involve a legally authorized representative, such as a guardian or power of attorney, to make decisions on her behalf. I would consult with the facility's management, legal advisors, and relevant authorities to ensure that any disclosure of information is done in accordance with applicable laws and regulations.

Ultimately, the goal is to find a solution that respects Mrs. Thompson's autonomy and privacy while also considering the rights and concerns of her family members. Open communication, adherence to legal and ethical frameworks, and seeking guidance from relevant stakeholders

will help navigate this ethical dilemma and ensure that decisions made are in the best interest of Mrs. Thompson's well-being and comply with legal and ethical obligations in aged care.