Department of Health, Taipei City Government
Confidential letter for medical dispute

Party A_____ (mediator)
Party B_____ (facilitator for medical communication)
Party C_____ (person-in-charge-the-case)
Party A, B and C are obliged to be confidential for the mediation, therefore the confidential letter is issued and signed by three parties.

To ensure the confidence of medical dispute and maintain privacy and related rights and interests of patients and medical business (medical staff), three parties shall obey strictly the following confidential obligation for the content of the case in medical dispute and the relevant results after the mediation process. This obligation shall be effective for 10 years. If one of parties does not keep silence for the issue, resulting in harm to the patient or safe in data or physical harm to medical institutions (medical staff), he/she needs to afford the related legal responsibility.

1. In the process to deal with the medical case by three particles, the individual data, including data of patients and medical staff, medical record, document, records, pictures and other relevant data (such as words, sounds, images, computer records) could not be disclosed, be public or distributed at their will.
2. If three parties encounter that other people ask one of parties' data, medical record, document, records and other related report of medical staff or patient in medical dispute, they shall obey the principle to check their identity, including name, birthday, mobile phone number, address, and so on. They can answer after the identity is confirmed. Such aforementioned service is limited to patient himself/herself, legal representative of patient, guardian or person-in-charge-of-mediation in medical charge. It should deny other people's request in a nice manner.
3. This agreement is based on the law and regulations (including Civil Law, Criminal Law, Medical Care act, Pharmacists Act, Personal Information Protection Act, etc.) in Taiwan. Based on these laws and acts, the person-in-charge of the medical dispute should explain and execute rights and obey the obligations of both medical institutions and patients in this agreement. This appointment is only agreement for confidential data (related to patients and medical institutions [medical staff] in medical dispute. That replaced all previous oral or paper communication and agreement.

This agreement is triplicate, every party keeps one copy.

Affiants

Party A	(sign & seal)	party C	(sign & seal)
Contact address:		Contact address:	
Contact number:		Contact number:	
Party B	(sign &seal)		
Contact address:			
Contact number:			

Applied Date: YY MM DD