



Patient Rights and Confidentiality



Inform Patient of their Rights

- ◆ Upon admissions
- ◆ Written information available in English and Spanish
- ◆ Non-English speaking or hearing impaired guests should be provided an interpreter



Patients Rights

- ◆ Considerate and respectful health care
- ◆ To be well informed about illness, treatment, and outcomes
- ◆ To know the names and roles of people treating you
- ◆ To consent or to refuse treatment
- ◆ To have an Advance Directive – Living will or Healthcare Power of Attorney



Patient Rights

- ◆ Security and privacy
- ◆ Express spiritual beliefs and cultural practices as long as they do not interfere with treatment
- ◆ Medical Records information kept confidential
- ◆ Refuse release of information – unless required by law



Patient Rights

- ◆ Review own medical record, have it explained or interpreted, except when restricted by law
- ◆ To participate or refuse to participate in research
- ◆ To be informed of realistic care alternatives
- ◆ Appropriate assessment and management of pain



Patient Rights

- ◆ Know hospital rules regarding patient conduct
- ◆ To participate in ethical decisions regarding own care
- ◆ To resolve conflicts regarding quality of care, admissions, treatment, or discharge



Patient Privacy

- ◆ Close doors, pull privacy curtains, cover patient properly
- ◆ Knock before entering
- ◆ NO unauthorized person view patient records
- ◆ Do not discuss patient information in public areas
- ◆ Destroy all papers (shred) with patient names before trashing



Patient Complaints

- ◆ Follow hospital policy for patient complaints and grievances
- ◆ Ensure complaint is resolved



Medical Records

- ◆ **DO NOT** discuss patient information in public area
- ◆ Destroy patient documents before trashing
- ◆ **NEVER** share computer passwords
- ◆ Log off before leaving a computer terminal
- ◆ Never enter a patient record unless required
- ◆ **NEVER** view own, family's or friend medical record in clinical setting



Confidentiality

- ◆ Maintain patient's trust. Patient may need to reveal embarrassing information to ensure accurate diagnosis. This information may not be shared if they suspect it will be casually shared. Keep all information to yourself, and away from prying eyes.

**ALL PERSONAL INFORMATION RELEASED,
MUST BE AUTHORIZED BY THE PATIENT**



Confidential Communication

- ◆ Includes - Records of identity, diagnosis, evaluation, treatment, personal information recorded and maintained by hospital staff
- ◆ This information may not be disclosed without the authorization of the patient



Confidentiality Ethics

- ◆ The American Nurses Association's code of ethics states that nurses safeguard their patients right to privacy by judiciously protecting confidential information
- ◆ The patients bill of rights, developed by National League of Nursing, mimics ANA's code of ethics.
- ◆ These are a professionally binding bills – comply fully.



Rules – to keep you safe

- ◆ Keep discussions of patients and families professional
- ◆ Discuss patient information in pre and post clinical conferences – behind closed doors
- ◆ Do not remove medical records from patient care areas
- ◆ Do not make copies of patient's medical records
- ◆ Do not discuss patients in the elevators, cafeteria, or home



The End