



BAHEYA CENTRE POLICY & PROCEDURE Patients and Family Rights (PFR)

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Document Approvals

Authority	Name	Position	Signature
Prepared by:	Dr. Fatma Gamal	Nursing Education Consultant	
Reviewed by:	Dr. El Shaimaa El-Sayed	Nursing Education Consultant	
Quality Dept.	Dr. Mohammed Abdel Fattah	Director of Quality	
Approved by:	Ms. Abeer Youssef	Director of Nursing	
Authorized by:	Dr. Mohamed Emara	CEO	

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1.0 PURPOSE

- 1.1 To ensure that staff members identify patient expectations and needs for privacy during care and treatment.
- 1.2 To ensure that care provided is respectful of the patient's values and beliefs and preserves the patient's dignity.
- 1.3 To ensure that patient's expressed need for privacy is respected for all clinical interviews, examinations, procedures/ treatments, and during transportation.
- 1.4 To ensure that confidentiality of patient information is maintained according to laws and regulations.

2.0 POLICY:

- 2.1 The patient's rights to privacy and confidentiality of care and information are respected.
- 2.2 provides care that is respectful of the patient's dignity, personal values, and beliefs; and the patient's rights to privacy and confidentiality of care and information are respected and protected.
- 2.3 Patient privacy, particularly during clinical interviews, examinations, procedures/ treatments, and transport, is important. Patients may desire privacy from other staff, from other patients, and even from family members.

3.0 AFFECTED DEPARTMENTS:

- 3.1 This policy applies to all Baheya Centre departments.

4.0 DEFINITIONS:

- 4.1 **Privacy:** means freedom from unauthorized intrusion or observation. Patient privacy is essential part of ethical and professional medical care. All reasonable measures based on the situation must be taken to ensure that each patient is assessed and treated with privacy of environment as possible.
- 4.2 **Modesty:** is a sense of things like dress, speech and behavior being "proper".
- 4.3 **Confidentiality:** is the right of an individual patient to have personal, identifiable medical information kept private; such information should be available only to responsible physicians, nurses, and other relevant clinical staff.
- 4.4 **Dignity:** is a state, quality or manner worthy of respect and by extension self-respect. Dignity in care therefore means the kind of care that supports and promotes and does not undermine a person's self-respect regardless of any difference.

5.0 RESPONSIBILITY:

- 5.1 All Baheya Centre staff

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6.0 PROCEDURE:

6.1 Attitude and Behavior of Baheya Centre Staff

- 6.1.1 During the initial assessment; staff should ascertain the specific cultural, religious and ethnic beliefs and needs of a patient. Staff will show their respect in relation to how they plan and give care delivery, diet, spiritual needs and care of the dying patients.
- 6.1.2 Staff will exhibit an understanding of the need for sensitivity when discussing patient's diagnosis, treatment options and care modality. Where possible sensitive discussion should take place in a quiet room/area undisturbed.
- 6.1.3 Staff will ensure that they are recognizable by giving the patient the care for their names and wearing/showing an identification badge at all times.
- 6.1.4 Staff will introduce themselves on initial contact, stating their name and role.
- 6.1.5 Staff should ensure that each patient feels that they matter and does not experience negative or offensive attitude or behavior.
- 6.1.6 Staff should ensure that sensitive attitude and behavior are promoted, including consideration of their non-verbal behavior and body language.
- 6.1.7 **Staff will respect and protect each patient's personal space by:**
- 6.1.7.1 Prior to entering a closed procedure room containing a patient, staff shall knock and open the door slightly, announce their presence and verify that the patient is properly dressed or draped.
- 6.1.8 Staff will respond to patient's request for assistance promptly and apologize where there is an unavoidable delay.
- 6.1.9 Staff is expected to be polite, courteous and deliver patient care and treatment in passionate and empathetic manner.
- 6.1.10 Patients should be supported to carry out their own personal care as necessary when they are unable to completely do it themselves.
- 6.1.11 Patient's communication must be enhanced.
- 6.1.12 They have rights to know who is responsible/ in-charge for the care they are receiving.
- 6.1.13 To be listened to and their views taken into consideration in their care plan and care processes; in a participatory manner.
- 6.1.14 Rights to Interpreter or any aids to assist them with communication and understanding care modality.
- 6.1.15 When patients have communication or cognitive difficulty, family members should be involved when appropriate in discussing all aspects of patient's care and treatment.
- 6.1.16 An explanation is given to the patient before any examination, care, treatment or procedure, patient's agreement is obtained and documented. Invasive procedures require patient to give informed consent.

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- 6.1.17 Ensure that patients are included in all discussions held in their presence especially during personal care and intimate procedures.
- 6.1.18 Staff must ensure that unnecessary intrusive noise is minimized in patient areas (including conversations between staff).
- 6.1.19 Seek patient's permission in advance when other healthcare staff needs to be present (i.e. medical, nursing or other students). Ensure that patients are wearing appropriate clothing.

6.2 Privacy and Modesty:

- 6.2.1 The patient has the right, within the law, to personal privacy and information privacy.
- 6.2.2 Patients have the right to desire privacy from other staff, from other patients, and even from family members.
- 6.2.3 Patients may not wish to be photographed, to be recorded, or to participate in accreditation survey interviews.
- 6.2.4 A patient's expressed need for privacy is respected for all clinical interviews, examinations, procedures/treatments and transport.
- 6.2.5 Expect that any discussion or consultation involving her case will be conducted discreetly and that individuals, not involved in direct care, will not be present without permission of the patient.
- 6.2.6 Expect that all communications and other records pertaining to her care, including the source of payment for treatment, be treated as confidential.
- 6.2.7 Expect that information given to concerned family members or significant other legally qualified person, be delivered in privacy and with due consideration of confidentiality.
- 6.2.8 Staff should pay particular attention to protect privacy for vulnerable people.
- 6.2.9 Nurses protect patients from unwanted public view (including that of clinicians) by effective use of Curtains, Blanket and Sheets during examinations.
- 6.2.10 Staff must check with the patient that they give their permission to be examined by a person of the opposite sex and respect their culture and wishes on this matter.

6.3 Confidentiality:

- 6.3.1 The hospital respects patient information; either Medical or other health information; either in paper or electronic form or a combination of the two as confidential and has implemented policies and procedures that protect such information from loss or misuse.

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- 6.3.2 Staff respects patient privacy and confidentiality by not posting confidential information on the patient's door or at the nursing station and by not holding patient-related discussions in public places.
- 6.3.3 Staff are aware of laws and regulations governing the confidentiality of information and inform patients about how the hospital respects their privacy and the confidentiality of information.
- 6.3.4 Patients are also informed about when and under what circumstances information may be released and how their permission will be obtained.
- 6.3.5 The hospital has a policy that indicates if patients have access to their health information and the process to gain access when permitted.
- 6.3.6 Confidentiality of patient information is maintained according to laws and regulations.
- 6.3.7 Patients are requested to grant permission for the release of information not covered by laws and regulations.

6.4 Dignity and self-worth

- 6.4.1 The patient has the right to care that is respectful and considerate at all times, in all circumstances, and recognizes the patient's personal worth and self-dignity.
- 6.4.2 All patients are to express their beliefs in ways that respect the beliefs of others.

6.5 Use of Escort:

- 6.5.1 Allow a chaperone to act as a safeguard for the patient and staff where the patient may feel vulnerable.
- 6.5.2 When a procedure is performed on a female patient by a male technologist, a relative or sitter should be present.
- 6.5.3 If a female patient refuses to have the procedure performed by a male technologist, she may have a female technologist if one is available. If one is not available, the procedure may be rescheduled.
- 6.5.4 A female staff member must be available to chaperone the patient.
- 6.5.5 Make sure a confused patient is not left exposed.
- 6.5.6 Patient must be properly covered while being transported.
- 6.5.7 Staff will not ask the patient to remove more clothing than is necessary.
- 6.5.8 Staff will not ask the patient to undress until the physician is ready to examine.
- 6.5.9 Staff should ensure that patients are always adequately dressed or covered, within a clinical area and prior to leaving a clinical area so that their privacy is maintained and they are warm and comfortable.

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7.0 REFERENCES:

- 7.1 Joint commission international standards (PFR Chapter)
- 7.2 Egyptian Law

8.0 APPENDICES:

8.1 Related policies

- 8.1.1 Patient & family rights policy.
- 8.1.2 Baheya Centre Code of Ethics policy

8.2 Related Forms

- 8.2.1 Confidentiality agreement form
- 8.2.2 Ethics forms
- 8.2.3 Patient and Family Rights and Responsibilities

8.3 Attachments:

- 8.3.1 N/A