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| Purpose | The policy ensure patient privacy from the treatment to communication and record confidentiality |
| Scope | Hospital Wide |
| Responsibility | All employees and Record keeper working in Hospital |
| Prepared by | Quality Team, HWC-……..  Signature: |
| Approved By | Community Health Officer I/C, HWC-…………  Signature: |
| Issued By | Community Health Officer , HWC-………….  Signature: |
| Responsibility of updating | Quality Team, HWC-………….  Signature: |

**AMENDMENT SHEET-1**

*(All midterm amendments need to be documented here. Additional pages may be used, if required.)*

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| **Amendment Log Sheet** | | | | | | |
| **S.No.** | **Page No.** | **Para/ Line** | **Date of Amendment** | **Amendment made**  **(Refer amendment sheet for detailed amendment)** | **Reason for Amendment** | **Authorized by** |
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**POLICY FOR PATIENT PRIVACY, DECENT COMMUNICATION AND RECORD CONFIDENTIALITY**

**A.** Policy for maintenance of privacy of patients

**Purpose:** To ensure adequate visual privacy is provided at every point of care in Health wellness Centre.

**ACTIVITY:**

* Adequate screens to be made available in OPD and other examination areas. Screens also available between two beds in wards, labour room to maintain patient privacy and dignity
* Separate counseling rooms for two patients availing same services or if not one patient at one time to be attended by counselor.
* Deployment of female Nursing staff/Nursing students while examination of female patient is carried out.
* Patient physical assessments to be conducted in a location that affords visual and auditory privacy.

**B. DECENT COMMUNICATION**

* Communication to the patient regarding his/her health given through proper channel i.e by the treating physician and with all the details of treatment aspects. It is not given by nurse unless or until treating physician asked for same
* In the course of performing work responsibilities, information is considered confidential with regard to patients, their families & their physicians. As a condition of employment, personnel are cautioned not to discuss any such information with others.
* Staff are made aware that they are in a position of trust and as such must ensure the confidentiality of their patients by:
* Preventing unauthorized access
* Preventing health records from being removed from the office
* If staff observe someone unknown, not wearing an ID badge handling or reading medical records staff ask the person for proof of their identity or authority

**DISCLOSURE OF INFORMATION WITH THE PATIENTS CONSENT:**

* Confidential information is released in accordance with the patients’ consent to other members of the health care team involved with the patients’ care without further explicit consent.
* Details of patients personal and medical records is discussed only with other persons professionally concerned with the patient
* Healthcare personnel have the responsibility to ensure that other team members understand and preserve the principles of patient confidentiality.
* Patients may have access to their notes after obtaining written approval from the attending consultant.

**DISCLOSURE OF INFORMATION WITHOUT THE PATIENTS CONSENT:**

* If a patient’s consent cannot be obtained during a medical emergency, relevant information must in the interests of the patient be transferred between health care workers.
* If staff consider the patient is incapable of giving consent to treatment and disclosure of information (due to age, illness, mental incapacity) and they refuse to allow another appropriate person to be involved in the consultation, based on evidence that it is in the patients’ medical interests, disclose relevant information to an appropriate person or authority.
* If staff believe a patient is a victim of neglect or physical or sexual abuse, and unable to give consent to disclosure, based on evidence that it is in the patients’ medical interests give information to the appropriate person or statutory agency.
* Patient’s requests that information not be disclosed to third parties must be respected, except in “exceptional circumstances” (e.g. where the health or safety of others would be put at serious risk).

**C. RECORD CONFIDENTIALITY:**

* Information is stored safely to prevent unauthorized access (this includes computer held information).
* Patient notes are handled only by staff, who are authorized to do so.
* Authorized personnel transport patient care records that need to be transported between two Healthcare facilities or departments securely, and their transfer and arrival recorded. All staff that transport medical records are aware of the policy for confidentiality and their responsibility.