

- PFR.4.4** The hospital addresses how the valuables of those patients unable to make decisions regarding their belongings (e.g., traumatized patients, patients in comatose state, confused patients, elderly and children) are handled and safeguarded.

PFR.5 The hospital provides protection for patients.

- PFR.5.1** Patients are protected from neglect and abuse by physicians, nurses, or any other staff.
- PFR.5.2** The hospital provides appropriate security and prevents unauthorized access to remote or sensitive areas (e.g., female wards).
- PFR.5.3** The hospital provides visitors with identification badges.
- PFR.5.4** The hospital has a process in place to protect infants/children from abduction.
- PFR.5.5** The hospital has a process in place to protect vulnerable patients (e.g., disabled and elderly patients).

PFR.6 The hospital provides assistance to patients with special needs.

- PFR.6.1** The hospital provides the necessary assistance to patients with special needs where and when needed (e.g., providing assistance in case of fire, off-street parking spaces near the entrance for disabled patients, handicapped accessible bathrooms, accessibility for wheelchair users).

PFR.7 Staff members respect and protect patient health information confidentiality throughout the care process.

- PFR.7.1** The hospital implements a policy that ensures the confidentiality of information related to the patient's health and how to protect it from loss or misuse.
- PFR.7.2** The policy indicates the circumstances under which such information may be released and how to obtain patient's permission if required.

PFR.8 Staff members assist patients and their families to participate in making informed decisions about the care process, treatment and services.

- PFR.8.1** Patients are informed about how they can actively participate in their care decisions.
- PFR.8.2** Patients' choices are respected.
- PFR.8.3** Staff members provide patients and, when appropriate, their families with honest, accurate and reasonable information in a manner they can understand about their illness, the proposed treatment and other alternatives, potential benefits, potential complications and likelihood of success of treatment.
- PFR.8.4** When it is medically inadvisable to provide the patient with such information, the information is provided to a legally authorized person or a person designated by the patient.
- PFR.8.5** Patients are supported to discuss their plans of care with the responsible staff members and have all their questions answered.
- PFR.8.5.1** The patient is provided with the name and the professional status of the physician or other professional who has the primary responsibility for managing the care process.
- PFR.8.5.2** Staff members identify themselves by introduction and by displaying the name.
- PFR.8.6** Patients are informed of how to contact care providers in case of emergency.
- PFR.8.7** Staff members respond appropriately to patients' requests of a second opinion if necessary.