

the patient alone. All patients are encouraged to express their beliefs in ways that respect the beliefs of others. Staff seek to understand how the patient's values and beliefs impact care and services.

When a patient or family wishes to speak with someone about religious or spiritual needs or observe a spiritual or religious custom, the hospital has a process to respond to the request. The hospital prepares a written statement of patient and family rights and responsibilities, and it is available to patients and their families.

This written statement must be easily accessible to all patients and their families. Examples of this written statement include the following:

- An informational document given to patients during admission or registration
- A brochure given to patients during admission or registration
- A poster in admitting, registration, or patient waiting areas

The hospital must provide information about patient and family rights in a language that patients understand.

To do this, hospitals may do the following:

- Have written documents available in commonly used languages for the location.
- Display posters with commonly used languages.
- Offer translation services to explain rights and responsibilities for patients who do not speak commonly used languages for the location.

The hospital has a process to inform patients who cannot read their rights and responsibilities.

The hospital has a process to ask if patients have cultural, religious, or spiritual preferences that could impact their care and makes accommodations when safe to do so. Examples of these preferences include the following:

- Fasting or other dietary restrictions
- Restrictions related to blood transfusion or organ transplantation
- Prayer or worship times

Responses to patient requests related to religion or spirituality may be carried out by the following:

- On-site religious or spiritual staff
- Local or community resources
- Family-referred sources

## Measurable Elements of PCC.01.01

1. Information about patient rights and responsibilities is provided to each patient in a language the patient understands. (*See also* MOI.02.02, ME 3)
2. ⓐ The hospital's written policy on patient rights is available to staff. (*See also* SQE.01.06, ME 2)
3. The hospital treats the patient in a respectful manner that supports the patient's dignity.
4. The patient's spiritual and cultural beliefs, values, and preferences are respected.
5. The hospital responds to requests related to religious or spiritual support.

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## Standard PCC.01.02

The hospital protects patient privacy, confidentiality, and access to health information.

### Intent of PCC.01.02

Patients have a right to personal privacy and confidentiality. Breaches in privacy and confidentiality negatively impact the trust patients have in their care teams and create risks for patients. Patients and/or their surrogate have a right to access their own health information to understand the care and services they have received. Staff members providing care and services to patients should inquire about the patient's privacy needs and expectations related to the care or service. Although there are some common approaches to providing privacy for all patients, individual patients may have different or additional privacy expectations and needs. These

expectations and needs may change over time. Patient privacy must be respected during all aspects of care, including during the following:

- Clinical interviews
- Examinations
- Procedures
- Treatments
- Transport

Patients may desire privacy from others, including the following:

- Hospital staff
- Other patients
- Family members or others identified by the patient
- Other individuals (for example, accreditation or certification surveyors or other auditors)

In addition, patients may not wish to be photographed or recorded.

Clear communication between hospital staff and patients builds trust. Communication related to privacy expectations may be documented in the patient's plan of care as needed. Documentation of privacy expectation ensures continuity and consistency among the health care team members.

Health information is important for understanding patients and their needs and for providing care and services. The hospital respects such information as confidential and has implemented policies and procedures that protect such information from loss or misuse. The policies outline what and how information may be released and are consistent with laws and regulations.

Patient information may be shared for various reasons, including the following:

- Continuity of care
- Contagious diseases
- Billing or insurance purposes
- Medical research

Patient permission is obtained before sharing information, as required by laws and regulations.

Patients also have the right to access their own health information. When they have access to their health information, patients can make better decisions about their health care. Access to health information has benefits for patients, including the following:

- Allowing patients to review and monitor compliance with their treatment plans
- Fixing any errors that may be in their medical record
- Monitoring their progress in managing their disease(s)

## **Measurable Elements of PCC.01.02**

1. Patient privacy is respected for all clinical interviews, examinations, procedures/treatments, and transport. (*See also* GLD.09.00, ME 3; HCT.01.03, ME 2; MOI.01.01, ME 1; MOI.01.02, ME 3)
2. Confidentiality of patient information is maintained according to laws and regulations.
3. The hospital has a process for patients to give permission for the release of information consistent with laws and regulations.
4. The hospital has a process for providing patients with access to their health information consistent with laws, regulations, and culture.
5. The hospital provides patients with access to health information, regardless of their ability to pay.

## **Standard PCC.01.03**

The hospital provides patients with information regarding the safety and security of personal possessions.