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| **SSMED-1601** | **Patient Confidentiality** |
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|  | **General**   * 1. Regardless of the location of care provided, the Doctor and Nurse onboard are expected to protect the Doctor-patient and Nurse-patient confidentiality to the extent possible, unless information is required for the medical management of the patient.   2. The ship’s agent may not be informed about a medical diagnosis concerning a patient, medical details or sensitive and personal data when he/she arranges for the Guest or a crew to be referred to a shore-based facility.   3. If a referral letter must be sent to the medical facility via the port agent, initials will be used in the email content and the email and / or letter must be encrypted.   4. Guests * If it is important that the Hotel Manager, other Crew or shore-based staff must know about a Guest’s medical condition, consent must be obtained from the Guest. * **If the Guest denies consent, confidentiality must be maintained.** * All persons to whom medical details are disclosed should be informed of the need to maintain confidentiality. * The Hotel Manager may not be informed of a Guest’s medical details as a matter of routine. * In an emergency, the Doctor shall utilize his/her discretion as to the information related to the patient’s medical care or file that may be shared with a third party. * In addition to verbal confidentiality, both Guests and Crew are entitled to confidentiality in the maintenance of their medical records. * It is the responsibility of the Medical Staff to ensure that appropriate confidentiality is always maintained with respect to Guest’s and crew’s electronic medical records * The Guests have the right to request ‘right to be forgotten’.  The personal information will be removed from the EMR and only an assigned encounter number will be maintained for legal purposes | |
|  | **Crew**   * 1. A Crew is NOT required to discuss his/her illness with a Supervisor, Department Head or anyone other than the Medical Staff.   2. The Doctor and Nurse are not allowed to discuss a crew ’s medical detail except with the crew ’s spouse if consent has been given and in exceptional circumstances where a Senior Officer or the Captain will be involved.   3. Supervisors and Department Heads should refrain from asking Crew about their illness or reason for visiting the Medical Center.   4. If a crew is placed on medical leave, light duty or immediate repatriation, it is appreciated that the Doctor keeps the Head of Department informed about the timeframe and likelihood of a Fit for Duty being issued.   5. Sensitive details of the medical condition are not to be given, but merely a discussion to be had so that the Head of Department can make the necessary adjustments to the patient’s work schedule.   6. The Crew has the right to request ‘right to be forgotten’.  The personal information will be removed from the EMR and only an assigned encounter number will be maintained for legal purposes. | |
|  | * 1. **Medical Record Documentation** * For Crew, a sick note is generated from the EMR system, and sent to the appropriate Department Heads.  The email will not disclose medical details nor diagnoses. * Specific managers have access through a portal to the Guest Log, Crew Sick list and information regarding Public Health status.  No diagnosis or medical details are to be included in this portal. * The patient is made aware of the necessity for the inclusion of a diagnosis on any invoice being provided for submission to the insurance company for a claim.   1. **Release of Medical Records** * A HIPAA and/or GDPR compliant consent form authorizing the release of medical records must be signed by the Guest / Crew prior to releasing copies of his / her medical records. |
|  | **Guests**   * 1. At the first stage of consultation, Guests should be asked to sign the Guest Treatment Authorization form which details who and why their personal and sensitive/medical data is required.   2. To protect patient confidentiality, email updates, shoreside referral emails etc. must only details the patient’s initials.  Any emails with attachments / hospital referrals must always be sent encrypted to the recipient (port agent/insurer etc.).   3. In the event of a shoreside referral or disembarkation where an insurance claim has been opened, medical records, and MSB will be released if consent has been received from the Guest.   4. For Guests requesting their medical records or a copy of their Medical Service Bill (MSB), the following is required: * Consent for release of records according to HIPAA to be signed, if not done while onboard * Name, Last Name and cabin number of individuals requesting the medical records with a valid email address * Purpose of disclosure, and / or documents required   1. If the medical records are not part of an accident or assault allegation / investigation, they should be provided directly to the Guest upon request.   2. Medical records that are part of an accident or assault allegation/investigation will only be released by Silversea following execution and receipt of signed releases and appropriate legal authorization.   3. An official request must be sent directly to Silversea and must contain the following information: * Description of information requested (medical records, lab results, radiology reports etc.) * Name of individual requesting the medical records * Name of the recipient of the medical records * Contact information of the recipient (email address or full address) * Purpose of disclosure | |
|  | **Crew**   * 1. All Crew must sign a Crew Treatment Authorization Form when signing on to the vessel.  This explains medical treatment and the use, documenting and handling of personal/sensitive and medical data.   2. For international Crew, consent is included within their employment contract.   3. When a crew is transferring to another ship in the fleet, an Electronic version their medical data will automatically transfer to the next ship (when EMR available). | |
|  | **Handling Sensitive and Personal Data**   * 1. Regardless of the location of care provided, the Doctors and Nurses onboard are expected to protect the Doctor-patient and Nurse-patient confidentiality, in the same way as they would anywhere else, to the extent possible, and unless sharing/disseminating information is required for the medical management of the patient.   2. Onboard, the Doctor and Nurse maintain the authority and responsibility for all electronic medical records.   3. Usernames and passwords are only for designated users.   4. All emails containing medical, personal or sensitive data must only detail patient initials in the email content and must be encrypted.   5. Medical Logs must only detail the patient’s initials only in the name section   6. Limit the number of addressees on emails to essential personnel and always check that a patient’s personal data and medical information is protected. | |
|  | **References**  HIPAA - Health Insurance Portability and Accountability Act  GDPR – General Data Protection Regulation  PEME - Pre-Employment Medical Examination | |