

# Beaumont®

Subject <b>Ensuring Privacy Requests</b>		No. <b>325-1</b>	Page <b>1 of 4</b>
Content Expert(s) <b>Nursing/Patient Registration</b>	Prior Issue Date <b>09/14/12</b>	Issue Date <b>06/12/15</b>	

Beaumont Health System has adopted the following policy for Beaumont, Grosse Pointe, Beaumont, Royal Oak and Beaumont, Troy

## **POLICY:**

The purpose of this procedure is to provide clear, concise guidelines to ensure the special privacy request of patients within Beaumont Health System as well as to ensure a safe environment for patients, visitors and staff.

## **GENERAL**

1. A standard privacy status will be assigned to all patients unless otherwise requested.
  - a. Royal Oak Specific Exception: All patients assigned to the Psychiatric Unit are assigned Total Privacy.
2. Patient Registration will program privacy status codes into the patient's data screen. These screens and codes may be accessed on the nursing units' display terminal to respond to inquiries regarding patient information. See chart for details.
3. Patients designated as "Total Privacy Status", should not have names posted on name boards visible to the public (except on the wall in their patient room).
4. Patients with an alias name will have one identification wristband for their alias name and another identification wristband band with their real name. Both bands will be placed on the same extremity. A line will be placed through the blood number with permanent marker on the alias name band by Patient Registration.
  - a. The alias name must be cross-referenced to the patient's real name prior to any procedure, medication, specimen collection, treatment, test, transportation or discharge.

## **PATIENT REGISTRATION SERVICES**

When conducting the patient interview, if the patient requests information regarding privacy levels, (Note: Do not ask for privacy status. Assume patient wants standard unless there is some indication of concern for the patient's privacy or safety), then explain the following:

1. **Standard Privacy:** The patient expresses no special preference; maintain system default of Standard privacy status.
2. **Total Privacy:** **IF:** The patient does **not** want any information given regarding their presence here, select **total** privacy status. Inform the patient that they will **not** receive flowers or mail if they are under total privacy.

## **PATIENT CARE – CORPORATE POLICIES**

Disclaimer: User must ensure that any printed copies of this policy/procedure are current by checking the policy/procedure web page before use.

# Beaumont®

Subject <b>Ensuring Privacy Requests</b>		No. <b>325-1</b>	Page <b>2 of 4</b>
Content Expert(s) <b>Nursing/Patient Registration</b>	Prior Issue Date <b>09/14/12</b>	Issue Date <b>06/12/15</b>	

## **PATIENT REGISTRATION SERVICES** (Cont'd)

3. **Alias Status:** **IF:** The need for alias name has been established by Security and/or Corporate Communications the following will apply: All paperwork (face sheets) will be printed with the patient's legal name and placed in the patient's chart, or sent to the floor before the alias name is entered on the system. The link to the patient's legal name is the patient's ID number. Any portion of the chart printed after the alias name is entered on the system and prior to the patient's discharge will bear the alias name. Once the patient is discharged and the demographic screen is changed from alias name or legal name, copies of part or the entire chart will bear the patient's legal name. A patient's permanent medical record is retained in the patient's legal name. Patient Registration will assign an Alias name.
- Identify an alias name.
  - Review the active bed census list to ensure there are no other patients admitted in the hospital with the same or a similar name as the alias name to be assigned.
  - Enter the alias name in the legal name field on the electronic medical record.
  - Do Not** enter the patient's legal name in the alias field. Alias names appear on census reports and electronic medical record name inquiries.
  - Select the Total Privacy field in the visit history screen.
  - Place two armbands on the patient.
    - One armband will have the patient's alias name.
    - The second armband should contain the patient's legal name.
    - Place both armbands on the same arm of the patient, preferably the right arm.
  - After creating the alias name for the patient, contact the following departments informing them of the alias name assignment:

<b>Royal Oak</b>	<b>Troy</b>	<b>Grosse Pointe</b>
Unit secretary on appropriate unit	Administrative Manager/Assistant Nurse Manager on appropriate unit	Administrative Manager/Assistant Nurse Manager on appropriate unit
Security	Security	Security
Cashiering	Cashiering	
Verifications	Verifications	
Financial Representative	Financial Representative	Financial Representative
Registration Director	Registration Director	Registration Director
Attending Physician (page on day shift)	Attending Physician (page on day shift)	Attending Physician (page on day shift)
Nursing Resource Office	Nursing Office	Nursing Office
If the patient's visit is a surgery visit, notify surgical boarding	If the patient's visit is a surgery visit, notify surgical boarding	If the patient's visit is a surgery visit, notify surgical boarding
Corporate Communications (after 5:00 pm, Monday –Friday and on weekends, leave a message)	Corporate Communications (after 4:30 pm, Monday –Friday and on weekends, leave a message)	Corporate Communications (after 4:30 pm, Monday –Friday and on weekends, leave a message)
	Pharmacy	Pharmacy
	Laboratory	Laboratory
	Service Excellence	Service Excellence

## **PATIENT CARE – CORPORATE POLICIES**

Disclaimer: User must ensure that any printed copies of this policy/procedure are current by checking the policy/procedure web page before use.



# Beaumont®

Subject <b>Ensuring Privacy Requests</b>		No. <b>325-1</b>	Page <b>3 of 4</b>
Content Expert(s) <b>Nursing/Patient Registration</b>	Prior Issue Date <b>09/14/12</b>	Issue Date <b>06/12/15</b>	

## **PATIENT REGISTRATION SERVICES** (Cont'd)

### 3. **Alias Status** (Cont'd)

- h. Give the patient's Medical Record Number, alias name and legal name to a member of the Patient Registration management team for follow-up.
- i. Registration management team member will review that patient's visit daily to determine when the patient is discharged. Upon patient discharge from the hospital, change the patient's alias name back to their legal name on the demographic screen.
- j. Save the alias name used in the alias name field.

**Newborns:** If the request for an alias name was made and updated in the electronic medical record before the delivery, the newborn(s) will:

- Be given the same alias last name assigned to the mother. The OB unit secretary will contact Patient Registration to assign the newborn(s) a total privacy status.

If the request for an alias name is made after the mother delivered the newborn(s), the OB unit secretary will contact Patient Registration to have the newborn's name changed. At that time, Patient Registration will assign the newborn(s) a total privacy status.

## **CORPORATE COMMUNICATIONS**

1. During working hours, Corporate Communications will verify privacy status through the electronic medical record Patient Census before releasing condition information to media. When the media requests patient information after hours, the Communications Operator will contact the on-call Corporate Communications representative and transfer them to the Administrative Supervisor to verify privacy status before condition information is released.

## **ADMINISTRATIVE REPRESENTATIVES**

1. Administrative Supervisor will verify privacy status through the nursing unit display before releasing patient condition information to the media.

## **CHANGE AFTER ADMISSION**

1. **Nursing:** If the patient requests that their privacy status be changed, notify Patient Registration. Should the patient and family disagree on the alias/privacy status, contact the Administrative Manager or Administrative Supervisor.
2. **Patient Registration Services:** Edit the visit and change the privacy status as requested by the patient.

## **PATIENT CARE – CORPORATE POLICIES**

Disclaimer: User must ensure that any printed copies of this policy/procedure are current by checking the policy/procedure web page before use.

# Beaumont®

Subject <b>Ensuring Privacy Requests</b>		No. <b>325-1</b>	Page <b>4 of 4</b>
Content Expert(s) <b>Nursing/Patient Registration</b>	Prior Issue Date <b>09/14/12</b>	Issue Date <b>06/12/15</b>	

## IDENTIFICATION OF PRIVACY STATUS AND RESPONSE

1. Access the Information Desk or Unit Display, use the following chart as a guide.

PRIVACY STATUS	DEFINITION	WHAT APPEARS ON UNIT DISPLAY TERMINAL	INTERPRETATION	RESPONSE TO INQUIRIES
Total privacy	Patient does not want any information given regarding presence.	Confidential appears in Privacy Flag column  Select:  <b>PATIENT LOCATION</b> <b>Patient name will not display</b> Respond accordingly.	Do not acknowledge the patient's presence. Do not give any information	"I have no information regarding that person".
Standard privacy	Patient wants no special preference.	The patient's name and location appear in regular video. No asterisk.	You <u>may</u> acknowledge that the patient is in the hospital, and give out the bed and phone number.	"Yes, I have a patient listed by that name. The bed and phone number is..."
Alias status	To be determined by Beaumont Security/ Corporate Communications for patient/staff safety reasons, or for unusual circumstances.	The alias name appears in regular video	When there is any inquiry using the patient's legal name, state there is no person listed with that name.	"I have no patient listed by that name".

## PATIENT CARE – CORPORATE POLICIES

Disclaimer: User must ensure that any printed copies of this policy/procedure are current by checking the policy/procedure web page before use.