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|---|---|---|------------------------------------|
| Document Title<br><b>Patient's Privacy and Confidentiality</b>                          |   | <br>المستشفى السعودي الألماني<br><b>Saudi German Hospital</b><br>Caring like family نرعاكم كأهاليها |                                    |
| Document Category / Level<br><b>Group Document (GD)</b>                                 | Reviewed Date<br><b>07 September 2023</b> |   |                                    |
| Owner Department / Service / Function<br><b>Patient Experience (PEX)</b>                | Effective Date<br><b>05 October 2023</b>  | Document N <sup>o</sup><br><b>GD-PEX-MPP-009</b>  | Version N <sup>o</sup><br><b>4</b> |
| Document Type / Classification<br><b>Multidisciplinary Policy &amp; Procedure (MPP)</b> | Validity Date<br><b>04 October 2026</b>   | Applicability<br><b>Saudi German Health, UAE</b>  |                                    |

#### 1. Purpose:

- 1.1. To protect patient's privacy during interviews, transport, examinations, procedures and treatments.
- 1.2. This policy indicates if patients have access to their health information & the process to gain access when permitted.

#### 2. Definitions and Abbreviations:


- 2.1. None

#### 3. Policy Statements:

- 3.1. Saudi German Health UAE shall be respectful of the patient's need for privacy and confidentiality of patient information.
- 3.2. Persons who are not involved in the treatment of the patients shall not be present, unless authorized by the patient.
- 3.3. Any discussion regarding the patient's care shall not be done in public areas like corridors or in the presence of individuals that are not concerned.
- 3.4. Patient's Record (refer to GD-IT-MPP-001 - Authorization to Access and Documentation in Patients Record):
  - 3.4.1. The medical record filing area is restricted to authorized staff only.
  - 3.4.2. Patient's Medical record should be kept confidential, access to patient's records is restricted to authorized hospital employees only.
  - 3.4.3. Patient records or clinical information of the patient should not be kept in an open area anywhere in the hospital, which is accessible to the public or unauthorized staff.
  - 3.4.4. Files should not be left on desks unattended.
  - 3.4.5. Patient information such as medical reports shall be released only to the patient, his/her next of kin and his/her authorized representative with permission.
- 3.5. SGH UAE is committed to ensure the preference of the patient are recorded and considered with regards to the gender of the healthcare provider, and that includes:
  - 3.5.1. Ensure that a female nurse is present when the doctor's gender is opposite of the patient.
  - 3.5.2. Ensure that the nurse don't leave the room if the doctor and patient are in opposite gender.
  - 3.5.3. Ensure that only the area of the body that is being examined is to be exposed.

#### 4. Procedure and Responsibility:

| Procedure   | Responsibility      |
|---|---------------------|
| <b>4.1. Maintaining Privacy (refer to GD-MRD-MPP-005 - Privacy, Confidentiality and Security)</b>   |                     |
| 4.1.1. Ensure that the privacy will be maintained in the following conditions and according to the patients' preferences: <ol style="list-style-type: none"> <li>4.1.1.a. From others staffs</li> <li>4.1.1.b. From other patients</li> <li>4.1.1.c. From family members if required</li> <li>4.1.1.d. In case patient is not wishing to be photographed, recorded, or participate in accreditation survey interviews.</li> </ol> | Healthcare Provider |
| <b>4.2. Privacy during History taking</b>   |                     |
| 4.2.1. Speaks in low tone.<br>4.2.2. If the patient in ED, ICU, or where no private room is available and confidential subject is discussed, take the patient/family to a separate private area.<br>4.2.3. Draw the curtains if the patient is in ED, or ICU.<br>4.2.4. Ensure that the door is kept closed if the patient is in the consultation room.   | Healthcare Provider |
| <b>4.3. During Examination:</b>   |                     |
| 4.3.1. Knock the door before entering patient's room.   | Healthcare Provider |

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| Procedure   |   | Responsibility  |                                    |
| 4.3.2. Draw the curtain in OPD, Treatment Room, ED, and ICU.<br>4.3.3. Close the door even when taking vital signs.<br>4.3.4. Ensure that only the area of the body that is being examined is to be exposed.<br>4.3.5. Ensure that a female nurse is present when the doctor's gender is opposite of the patient.   |   | Nurse   |                                    |
| <b>4.4. Laboratory Investigation:</b>   |   |   |                                    |
| 4.4.1. Ensure that a separate area is allocated for the purpose of specimen collection.<br>4.4.2. Close the curtains while collecting the blood specimen.<br>4.4.3. Ensure that only the concerned technician is available while collecting specimens, except in paediatrics patients.<br>4.4.4. Give instructions to patient about certain procedure in private (such as 24 hours urine collection). |   | Lab Technician  |                                    |
| <b>4.5. Imaging Radiology:</b>  |   |   |                                    |
| 4.5.1. Ensure that changing rooms with internal lock is always available.<br>4.5.2. Ensure that only the investigated area of the body should be exposed.   |   | Doctor/Nurse Imaging Technician   |                                    |
| <b>4.6. During Operation:</b>   |   |   |                                    |
| 4.6.1. Ensure that only the area of the body to be operated on should be exposed during any operation.<br>4.6.2. Ensure that the patient is covered decently post-operatively.  |   | Healthcare Provider   |                                    |
| <b>4.7. Pharmacy:</b>   |   |   |                                    |
| 4.7.1. Give the medicines in a non-transparent bag.<br>4.7.2. Give instructions for the use of medicines in a low voice observing privacy.<br>4.7.3. Escort the patient in a consultation room if privacy counselling is needed.  |   | Pharmacist  |                                    |
| <b>4.8. During Transports:</b>  |   |   |                                    |
| 4.8.1. Escort the patient if it's medically necessary.<br>4.8.2. Cover the patient properly during the transportation. If the patient wears scarf, arrange for a towel or scarf to cover the hair.<br>4.8.3. Keep the patient record with the escorting staff to prevent loss and mishandling.  |   | Treating Doctor/ Healthcare   |                                    |

## 5. Risk Assessment and Controls:

| SN   | Identified Risk                            | Control Measure  |
|------|--|--|
| 5.1. | Unauthorized Access to Patient Information | Implementation of this policy and continuous monitoring of the compliance. |
| 5.2. | Improper Disclosure of Patient Information |  |

## 6. Attachments and Appendices (Tools / Forms):

6.1. None

## 7. Major Modifications:

7.1. Periodic Review.

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**8. Policy Compliance & Monitoring:**

|   |   |  |
|---|---|--|
| <input type="checkbox"/> Surveys                      | <input type="checkbox"/> Tracers / Rounds | <input checked="" type="checkbox"/> Report / Checklist |
| <input type="checkbox"/> Data Collection / Indicators | <input type="checkbox"/> Not Applicable   |  |