

# MetroWest Medical Center - Privacy and Confidentiality

Whether you are a patient at the hospital or you are helping an elderly parent, did you know there are ways the hospital staff can help you with the process?

Take this brief survey to find out what you know.

Along the way, you'll meet [Hanna](#), our Patient Advocate. She will guide you...

You are accompanying your 83-year old mother for a same day procedure. Which items would be helpful to bring?

- Her health insurance card
- Her passport
- A health care proxy document
- A Reader's Digest Magazine
- A banana

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Hanna:

It is wise to go through a checklist before you arrive at the hospital.

- Always bring the patient's insurance card and other form of identification.
- Bring a copy of the Health Care Proxy.
- It's not a bad idea to bring a light and healthy snack if it doesn't interfere with the doctor's orders not to eat before day surgery.



You are an inpatient at the hospital. You don't want your ex-husband to know you are there. The hospital can do several things to insure your privacy. What is **NOT** true?

You can choose not to be listed in the inpatient directory

You can choose not to reveal your religion for clergy visits

You can allow the Nurses to tell callers and visitors and give out information such as your condition, room number, and expected discharge date and personal preferences to everyone except People Magazine

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Hanna:

The HIPAA act allows patients to control their medical information. Patients can OPT OUT of having their name included the patient's directory.



Lila is due to have a baby. She and her husband proceed to the Registration Department. They are asked to sign a privacy notice. Why?

- The Notice of Privacy Policy (NPP) spells out the patient's privacy rights and how to exercise them
- The Notice of Privacy lets the patient lock the room door so she can breast-feed the baby
- The Notice of Privacy lets the patient have dinner for two in a candlelit dining area

Hanna:

The Notice of Privacy Practice discloses patient information

Health Care workers are only allowed access to patient's information on a "need to know" basis based on that information as needed to accomplish the job.



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Helen is a secretary in the Administration Department and is headed to the cafeteria for breakfast. From the corner of her eye, she sees her neighbor, Estelle waiting in the Emergency Room. She goes over to her and asks how she is and why she's there. Which statement is **true**?

- Helen should bring Estelle back a bagel and coffee.
- While Helen is just showing concern for her neighbor, she should respect Estelle's privacy and not go over to her.
- Helen should ask the Nurse Manager if she can help Estelle in any way.

**Hanna:** This is a sticky situation. Clearly, Helen knows Estelle, but Helen is not responsible for the care of a patient and should not intervene in Estelle's privacy.



Thank you...

Did you know... MetroWest Medical Center has dedicated staff to help you with your visit at the hospital.

You can contact:

- Our Patient Advocate
- Our Registration Department
- Anyone in Administration

Advanced Medicine. Personalized Care. Right Here.