


<b>Name of Policy:</b> Addressing Patients  <b>Policy Number:</b> 3364-100-01-25  <b>Approving Officer:</b> Chief Executive Officer, Chief of Staff  <b>Responsible Agent:</b> Medical Director, Emergency Department, Chief Nursing Officer  <b>Scope:</b> University of Toledo Medical Center		  <b>Effective date:</b>  <b>Original effective date:</b> 11/1/2018	
Key words: Addressing Patients, Patient Rights,			
<input type="checkbox"/>	New policy proposal	<input checked="" type="checkbox"/>	Minor/technical revision of existing policy
<input type="checkbox"/>	Major revision of existing policy	<input type="checkbox"/>	Reaffirmation of existing policy

(A) Policy Statement

The U~~Toledo Health~~ ~~niversity of Toledo Medical Center (UTMC)~~ in compliance with Patient Rights and Responsibilities will treat all patients with respect and dignity. All U~~niversity of Toledo~~ ~~Health Medical Center~~ patients will be greeted and treated in a professional manner.

(B) Purpose of Policy

The U~~Toledo Health~~ ~~niversity of Toledo Medical Center~~ workforce members will treat all patents with respect, courtesy and dignity when being addressed during an encounter at or with a workforce member at The University of Toledo Medical Center.

(C) Scope

All workforce members of UT~~ledo Health MC/UTP (University of Toledo Physicians)~~ hospital and clinics.

(D) Definition

Preferred Name – is any name provided by the patient that they have designated to be called including but not limited to nicknames, Surname (Mr. Mrs. Dr., etc.) full name, etc.

(E) Procedure

In compliance with the Minimum Necessary Guidelines for Use/Disclosure of Protected Health Information, (Policy #3364-90-02), and Patient Rights and Responsibilities policy (#3364-100-60-02), the patient will be addressed using their first name only unless more information such as first initial of their last name is necessary for accurate identification.

To ensure that patients are addressed in a respectful manner, the Patient Registration Questionnaire (CM001) completed at registration will inquire how the patient would like to be addressed in the waiting room and while receiving services at UTMC/UTP hospital and clinics will ask for the patient's legal name and preferred name. The patients preferred name will be documented in electronic medical record. All

~~UToledo Health niversity of Toledo Medical Center and University of Toledo Physician workforce membersemployees~~ will review ~~this form or in the~~ electronic medical record ~~areas designated for for~~ the patient's preferred name, prior to addressing the patient to ensure that the patient is addressed appropriately.

~~The patients preferred name (name that the patient would like to be addressed as) will be documented in Athena under the Registration Preferred Name and in STAR.~~

~~In the UToledo Health MC inpatient setting, the preferred name will be recorded on the patient's Personalized Patient Care sheet upon admission.~~

In the UT~~oledo Health MC/UTP~~ outpatient clinics settings, the employee ~~should~~ will take note and share with colleagues the patients preferred name.

The ~~specified~~ preferred name ~~should~~ will be recorded and used indefinitely, ~~and~~ changed at the patient's request only.

~~(E) Definition~~

~~Preferred Name is any name provided by the patient that they have designated to be called including but not limited to: nicknames, Surname (Mr. Mrs. Dr., etc.) full name, etc.~~

<p>Approved by:</p> <hr/> <p>Daniel Barbee Chief Executive Officer</p> <hr/> <p>Date</p> <hr/> <p>Puneet Sindhvani, MD Chief of Staff</p> <hr/> <p>Date</p> <hr/> <p>Kurt Kless Chief Nursing Officer</p> <hr/> <p>Date</p> <p><i>Review/Revision Completed by: Risk/Compliance, Legal, Chief Nursing Officer</i></p>	<p><b>Policies Superseded by This Policy:</b></p> <ul style="list-style-type: none"><li>• <i>None</i></li></ul> <p>Initial effective date: 11/1/2018</p> <p>Review/Revision Date: 11/1/2021</p> <p>Next review date:</p>
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