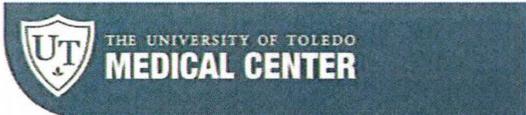


Name of Policy: Addressing Patients Policy Number: 3364-100-01-21 Department: Hospital Administration Approving Officer: Chief Medical Officer Responsible Agent: Chief Medical Officer Scope: All University of Toledo Medical Center (UTMC) Workforce Members	 <p>Original Effective Date: 11/01/2018</p>
<input checked="" type="checkbox"/> New policy proposal	<input 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 University of Toledo Medical Center (UTMC) in compliance with Patient Rights and Responsibilities will treat all patients with respect and dignity. All University of Toledo Medical Center patients will be greeted and treated in a professional manner.

(B) Purpose of Policy

The University of Toledo Medical Center workforce members will treat all patients 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 UTMC/UTP (University of Toledo Physicians) hospital and clinics.

(D) Procedure

In compliance with the Minimum Necessary Guidelines for Use/Disclosure of Protected Health Information, (Policy #3364-90-02) 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. All University of Toledo Medical Center workforce members will review this form or in the electronic medical record areas designated for 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.

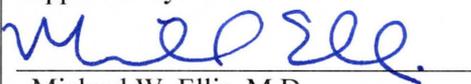
In the UTMC inpatient setting, the preferred name will be recorded on the patient’s Personalized Patient Care sheet upon admission.

In the UTMC outpatient clinics settings, the employee should take note and share with colleagues the patients preferred name.

The specified name should be recorded and used indefinitely and changed at the patient's request.

(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:  Michael W. Ellis, M.D. Chief Medical Officer</p> <p><u>19 DEC 2018</u> Date</p> <p>Review/Revision Completed by: <i>Compliance</i> <i>Office of Legal Affairs, HSC</i></p>	<p>Policies Superseded by This Policy: •None</p> <p>Initial Effective Date: 11/01/2018</p> <p>Review/Revision Date:</p> <p>Next Review Date: 11/01/2021</p>
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