Name of Policy:	Protecting the Privacy of Patient During Medical Encounters	THE UNIVERSITY OF TOLEDO MEDICAL CENTER
Policy Number:	3364-100-01-22	
Department:	Hospital Administration	
Approving Officer:	Chief Executive Officer	
Responsible Agent:	Chief Medical Officer	Effective Date: October 29, 2018
Scope:	University of Toledo Medical Center	Initial Effective Date: November 1, 2007
	y proposal	Minor/technical revision of existing policy Reaffirmation of existing policy

(A) Policy Statement

It is the policy of the University of Toledo Medical Center (UTMC) to protect patient privacy as well as to provide as much comfort as possible during medical encounters.

(B) Purpose of Policy

To protect patient privacy and provide comfort during medical encounters and to ensure patients and medical professionals are protected from improper behavior.

(C) Definitions

- Medical encounters: any evaluation, treatment, rehabilitation session, procedure or medical professional examination
- 2. **Sensitive examination:** any examination that involves the genitalia, anorectum and/or breast tissue of a patient
- 3. **Medical professional:** physician, physical therapist, advanced practice provider (physician assistant, nurse practitioner, certified nurse midwife, certified nurse anesthetist), nurse, or medical assistant
- 4. **Chaperone**: medical professional or a staff member

(D) Procedure

1. Generally.

- a. The medical professional will explain the scope and nature of any examination or procedure prior to the medical encounter.
- b. During a medical encounter that involves exposing the patient in any way, the patient will be given either a gown and/or sheet to cover up.
- c. All staff are required to comfort the patient and provide as much privacy as possible.

2. Chaperones.

a. Patients are free to request a chaperone to be present during any medical encounter. All patient requests for a chaperone must be honored. Requests will be documented in the patient's medical record. Whenever possible, the chaperone should be same gender as the patient. Additionally, if the patient wishes to have a specific individual present during an examination, and that person is not disruptive, the individual may stay in the room.

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- b. A medical professional may request a chaperone for any reason during a medical encounter. If the patient declines to have a chaperone present after requested by a medical professional, the medical professional may decline to continue with the medical encounter.
- c. A chaperone must be offered to patients for sensitive examinations. The offer and the patient's response must be documented in the patient's medical record.
- d. For patients with intellectual disabilities, a chaperone must be present during any medical encounter.
- e. The medical professional should minimize inquiries or discussion of personal health history during a chaperoned encounter. The medical professional should provide an opportunity for private conversation with the patient without the chaperone present.
- f. Patients under the age of 18.
 - i. For patients under the age of 11, a parent or guardian may be present for all medical encounters. However, if the medical encounter involves a sensitive examination a chaperone must be present.
 - ii. For patients 11 to 17 years of age, it is a shared decision beginning with the patient, as to whether a parent or guardian remains in the room during any medical encounter. However, if the encounter involves a sensitive examination, a chaperone must be present.
 - iii. No parent or guardian is required to be present in the event a minor is seeking treatment or services that do not require consent from a parent or guardian as enumerated in the Ohio Revised Code.¹
- g. All requests for a chaperone must be documented in the patient's medical record.
- h. If a chaperone is present during a medical encounter, the name of the chaperone and their title, if applicable, must be documented by the medical professional in the patient's medical record.
- i. A patient or medical professional may stop a medical encounter at any time.
- j. To anonymously report a violation of this policy, please contact campus police at 419-530-2600, call 9-1-1 or use the form located at:
 https://www.utoledo.edu/depts/police/Anonymous_Reporting.asp
- k. The CMO is responsible for setting guidelines to post and notify patients of their rights to a chaperone.

¹ ORC §§ 2151.85, 2108.31, 3701.242, 3719.012, 2907.29, 3709.241, 5122.04.

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Approved by:		Review/Revision Date:
Michael W. Ellis, MD Chief Medical Officer	10/29/2018 Date	10/10 6/7/2011 5/20/2014 5/1/2017 7/1/2017 9/1/2018
Daniel Barbee, RN, BSN, MBA Chief Executive Officer - UTMC Review/Revision Completed By:	10/29/2018 Date	
Ambulatory Services		Next Review Date: 9/1/2021

Policies Superseded by This Policy: 3364-101-03-08 Protecting the Privacy of Patients During a Physical Examination