Name of Policy:	Patient Rights, Responsibilities, Confidentiality and Conflict Resolution	THE UNIVERSITY OF TOLEDO
Policy Number:	3364-136-01-12	
Department:	Respiratory Care	
Approving Officer:	Chief Nursing Officer	
Responsible Agent:	Director, Respiratory Care	
Scope:	The University of Toledo Medical Center Respiratory Care Department	Effective Date: April 8, 2019 Initial Effective Date: July 14, 1989
New policy proposal X Minor/technical revision of existing policy   Major revision of existing policy Reaffirmation of existing policy		

## (A) Policy Statement

The Department of Respiratory Care personnel will hold confidential privileged information as it relates to University of Toledo Medical Center patients, employees, and all departmental/facility operations in general. HIPPA regulations will also be followed. Department personnel will also resolve patient concerns and conflicts about care or services. All Respiratory Care staff will follow the policies and guidelines set forth in Hospital Policies 3364-100-60-01 Complaint Management, 3364-100-60-02 Patient Rights and Responsibilities, and 3364-100-60-04 Patient Education.

## (B) Purpose of Policy

To provide guidelines for personnel in the Department of Respiratory Care for maintaining the privacy of confidential information, and to describe how to resolve patient concerns and documentation needed.

## (C) Procedure

Respiratory Care personnel will adhere to University of Toledo Medical Center Policies.

- 1. Patient Complaint resolution will be followed as described in Hospital Policy 3364-100-60-01 utilizing the Patient and Visitor Concern Management Form.
- 2. Patient Rights and Responsibilities will be followed as described in Hospital Administration Policy 3364-100-60-02.
- 3. Patient Education will be followed as described in Hospital Administration Policy 3364-100-60-4.
- 4. Medical record information shall be regarded as patient/physician confidential and is only available to staff members as it directly pertains to the care of the patient, in accordance with UTMC Policies. HIPPA guidelines, as described in UTMC policies 3364-100-90-01, 02, 03, and 08 will be followed. Direct any questions about privacy regulations to the Supervisor or Director. If unable to answer, the question will be directed to the UTMC Compliance/Privacy Officer.
- 5. Personal information about employees including employment information, work schedules, phone number, and address, will only be referred to the Director's office, which will then be forwarded to the Human Resources Department.

- 6. Personnel will refer all media inquiries about patients, or general operations to the Director's office, which will then be forwarded to the Office of Communications.
- 7. For purposes of informational disclosures, all information contained in all computer systems/files is considered confidential, unless otherwise stated.

Approved by:		<b>Review/Revision Date:</b>
		5/25/1990
		5/28/1992
/s/		3/30/1993
Michael J. Taylor	Date	4/17/1996
Director, Respiratory Care		7/30/1998
		10/4/1999
		11/18/2001
/s/		5/12/2005
Monecca Smith Date		5/9/2006
Chief Nursing Officer		7/15/2009
0		12/15/2015
Review/Revision Completed By:		4/8/19
Director, Respiratory Care		Next Review Date: April 8, 2022
icies Superseded by This Policy:		Inext Review Dat

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.