



# MAINTAINING PATIENT & RESIDENT CONFIDENTIALITY



# INTRODUCTION

## OBJECTIVE

To explore the importance of the foodservice worker's role in maintaining patient and resident confidentiality.

## KEY MESSAGES:

- To understand why it is vital to keep patient and resident information confidential
- To establish an understanding of why foodservice workers should never offer medical advice
- To illustrate the importance of treating patients and residents with dignity and respect



# CONFIDENTIALITY IN HEALTHCARE

- In healthcare settings, it is crucial to respect and maintain the privacy of patients and residents
- In your role, you have many opportunities to see and hear information that is private patient/resident information
- It is your responsibility to maintain confidentiality, which means keep it secret. Every patient/resident has a right to privacy
- Here are some strategies to help you keep information private



## THE PATIENT IS A PERSON

- We often think of patients and residents as just a name or room number
- Patients and residents are people with feelings. They deserve respect and privacy
- Do not violate their privacy

## SHOW EMPATHY: 'PUT YOURSELF IN THEIR POSITION'

**Think of a time your privacy was violated.**

- You told a coworker you might quit your job
- That coworker then told your supervisor you were quitting

**How did you feel?** How was your relationship with that coworker? How was your relationship with your supervisor?

**If a patient, resident or coworker** shares private information with you, you should never share it with others





## IT'S A SMALL WORLD

- The patient/resident you are discussing has relatives, co-workers, fellow church members, family friends and more. You may be talking to someone who knows them
- Never share online or post work-related information in social media or other online forums

## NEVER GIVE ADVICE

- If a patient/resident asks you to give them health information or advice, you should recommend the patient talk to their doctor or nurse
- If a family member asks you to look up something in the medical record, you should respectfully decline and offer to get the nurse



# CONSIDER THE FOLLOWING SITUATIONS:

- While delivering meals, a patient/resident tells you they have cancer
- You hear some doctors discussing an employee with HIV/AIDS
- A social worker is talking on the phone about a fellow church member who is unable to pay their bill

**Before sharing anything you overhear at work, consider how you would feel if the information was about you!**

# KEY TAKEAWAYS

- ✓ Patients and residents are people with feelings.
- ✓ Show empathy – remember how you would feel if your privacy was violated.
- ✓ It's a small world – someone close to the patient or resident might hear what you say about them.
- ✓ Listen respectfully to patients and residents, but never offer advice.

# MAINTAINING CONFIDENTIALITY POST-TEST

1. Every patient or resident has the right to privacy.

☐ True

☐ False

2. What should you do if you overhear a conversation about a patient or resident?

☐ Discuss what you heard with the patient.

☐ Let your coworker know so they can be aware when they visit the patient or resident.

☐ Keep the information private.

3. When dealing with a patient or resident, what two things should you remember?

☐ The patient or resident is a person with feelings.

☐ The patient or resident would expect you to answer all questions related to their health.

☐ All people deserve respect.

☐ Treat them as a room number.

4. Listen respectfully to a patient or resident, but \_\_\_\_\_ give advice.