

PATIENT

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## Privacy Audit Form

Making sure that patients feel that they have privacy is an important part of delivering a positive patient experience. Because we deal with sensitive information and services every day, it can be easy to forget the importance of privacy for the people we serve. By visiting our clinic, some patients are risking relationships with an unsupportive spouse or parents. Others risk being seen by friends and community members here, which would, in effect, broadcast to all that they are sexually active. For many others, simply talking about sex, body parts, or infections is painfully embarrassing.

### Protecting privacy means:

- Safeguarding what patients in the clinic can see
- Limiting what patients can hear
- Minimizing the amount of personal information the patient must disclose at the registration area
- Minimizing the number of people to whom personal information must be disclosed
- Protecting medical records from outside eyes

Take this Privacy Audit Form with you to the entrance of the service site. Go through this checklist to see which of these characteristics accurately describe each area of the site. Check the box to the right of all items that are true for your site. Insert any items without a check into your improvement plan. Feel free to make extra notes about what you see and hear.

PRIVACY AUDIT, PART I		✓
<b>On the Phone</b>		
Staff answering phones in the clinic do not discuss patients' names, reasons for calling, or histories in front of other patients.		
<b>Waiting Area and Front Desk</b>		
People waiting cannot hear the names, reason for visit, or financial information of patients who are checking in.		
People waiting cannot hear the names, reason for visit, or financial information of patients who are checking out.		
Computer screens, paper charts, completed forms and any other sensitive information are not visible to clinic visitors.		

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<b>Clinic</b>	
Patient and staff interactions in the exam rooms cannot be heard from the hallway or waiting room.	
Staff always ask for the patient's permission before bringing another staff person into the exam room for reasons such as interpretation, assistance, observation, or consultation.	
Staff always introduce themselves by name and role to the patient when entering the room and before asking the patient sensitive information.	
Staff wear name tags that are clearly displayed.	
<b>PRIVACY AUDIT, PART 2</b>	
<b>✓</b>	
<b>Exam Rooms and Back Office</b>	
While working with a patient, staff do not discuss private matters like the patient's name, reason for visit, health problems, or weight, in front of others who may be nearby.	
Patients have the opportunity to undress for exams and get dressed afterward in a private place, away from other patients and staff.	
Patients are provided with drapes and gowns so they can cover themselves during an exam.	
Patients have the opportunity to discuss private matters like sexuality, STIs, and birth control methods without other patients hearing.	
Patients only have to answer personal questions one time (including paperwork) per visit (e.g., the number and gender of sexual partners, the number and outcome of pregnancies, history of STIs or abuse).	
Intake and history forms are kept as short as possible, avoiding personal questions that are not relevant to this patient's clinical care.	
The clinic has a private office or space where patients who are crying or upset can have some private time.	
Patients can submit a urine sample (or other self-collected specimen) privately, without other patients seeing the sample in their hands or in a cup with the patient's name on it.	
<b>Checkout</b>	
When a patient checks out, no other patients can hear discussion about income, living arrangements, costs, or payment.	
When a patient checks out, no other patients can hear discussion about services received, follow up care, referrals, or prescriptions.	

