

We'd like to take a moment to share an important reminder about maintaining patient privacy, especially during interactions where others may be present.

Recently, our team investigated a privacy concern involving the disclosure of a patient's highly sensitive diagnosis while a family member was in the room. While the intent may not have been malicious, the impact of such disclosures can be significant particularly if a patient feels their rights have been compromised.

This is a reminder that patient confidentiality is a fundamental obligation. Before discussing any clinical information, including diagnoses, treatment plans, or care updates, staff must always confirm with the patient whether it is appropriate to do so in the presence of family members or visitors. Even in cases where a patient appears comfortable, permission should still be obtained. A quick check-in such as, "Is it okay if I speak freely while your visitors are here?" can go a long way in preventing misunderstandings and protecting patient trust.

As always, thank you for your continued commitment to upholding privacy standards and ensuring every patient feels respected and secure in their care.

If you have any questions or concerns, please contact the Compliance & Privacy department.

- Direct line to Compliance and Privacy office: 1.877.266.7632 (1.877.COMPOFC)
- Anonymous Compliance Hotline: 1.877.888.4806
- Compliance email: CommunityHealthCompliance@uvahealth.org
- Anonymous online reporting: www.UVACommunityHealth.ethicspoint.com
- Anonymous mobile reporting: www.UVACommunityHealthMobile.ethicspoint.com