



# GRAND ROUNDS

This issue of Grand Rounds will focus on a “hidden” element of health care that can involve special challenges in a small community—our duty to protect our patients’ privacy.

Confidentiality is a key element in good health care. As caregivers, we have a legal and moral responsibility to maintain it.

Anyone served at RVH can be assured that access to their records is limited to each patient’s circle of care. Caregivers do not have privileged access to information about family or friends in the care of another professional.

There are clear policies to guide our physicians and staff in protecting the confidentiality of information and the

release of information regarding patients and their families. A specific policy deals with the appropriate protection of RVH information and equipment by internet connections. We take our responsibilities very seriously and do everything in our power to make sure your information is secure.

Visitors to our hospital also have a duty to protect the privacy of the neighbours and other acquaintances they may meet in an RVH hallway. Please treat everyone with the respect you would expect if you were in their shoes. When waiting at the registration desk or a nursing station, please make sure you give others enough room to have a private conversation.

Our privacy guidelines come down to a few simple rules:

We *can* tell you:

- a patient’s room or telephone number
- whether visitors are allowed
- whether children can visit
- visiting hours
- how to send a card or a gift

We *cannot* tell you:

- if an individual is in emergency
- about a patient’s health
- if or when a person was admitted
- information about newborns
- the name of the attending doctor
- if a particular staff member is working, or where they work.

*Thank you for being good neighbours by showing that you care while respecting other people’s sensitivities and need for privacy. Your cooperation and understanding help us to protect the dignity and privacy of those in our care.*



**Please be aware of the need for privacy, and give others plenty of space when you are waiting at a registration desk at RVH.**

## COMING EVENTS:

- Tickets are now available for the RVH Auxiliary “Black and White Gala”, reviving the tradition of high style and high spirits in support of our hospital. Tickets for this grand event are \$50 per person and are available now at Aikenhead’s Drug Store, the RVH Gift Shop, or from any RVH auxiliary member. Plan now to attend—Saturday, February 16 at the Renfrew Armoury. Fine dining, dancing and entertainment await. Guests are invited to choose their style for the event—formal, semi-formal or vintage.
- Bowling shoes will be the required item for the annual Loyal Orange Lodge Bowl-A-Thon supporting the RVH hemodialysis program. It takes place on Sunday, February 24. Organize your team now for this fun afternoon event, and start flexing those bowling muscles to be sure you’re ready to go. To register a team, please contact Norm Eady at 613-432-4200.