

Five Factors

from the Privacy & Dignity Audit

August 05

The Privacy and Dignity of Patients
is fundamental to the quality of the patient experience

Please remember –

- 1. To ask the patient how they would like to be referred to** – use handover sheet or name board to ensure others also know.
- 2. Avoid talking over the patient** and include the patient and carers in conversations during ward rounds and bedside activities.
- 3. Consider who can hear confidential information** when discussing patient information at the nursing station and on the phone. Use ward office for sensitive information.
- 4. To welcome the patient to the ward and explain the ward layout and routine**, especially the location of washing areas and toilets and meal times. Each ward layout is slightly different so include inpatient transfers.
- 5. Ask before entering curtains and encourage others to do so.** If patients require privacy at the bedside ensure curtains are closed with 'do not disturb' sign.

"Treat others as you
would wish to be treated"
anon

