



Vice President and Chief Executive Officer of the Medical Center

MEDICAL CENTER POLICY NO. 0023

A. SUBJECT: Loss, Damage, or Theft of Patient, Employee or Medical Center Property

B. EFFECTIVE DATE: January 1, 2014 (R)

C. POLICY:

The Medical Center has established procedures to safeguard patients' belongings. The Medical Center also has procedures to be followed in the event of material loss, damage, or theft to a Medical Center patient's personal property, a Medical Center employee's personal property, and/or to Medical Center/University property (e.g., equipment, stock, buildings); as part of these procedures, the Medical Center shall maintain a process for managing the safekeeping and final disposition of lost property found on the premises of the Medical Center.

D. PROCEDURE:

1. Safekeeping of Patient Belongings

Patient belongings shall be secured in unit specific safes. Medical Center Security shall round daily on each unit to pick-up patient belongings, and will transfer belongings to the Discharge Unit safe located on the 2nd Floor of University Hospital. The Discharge Unit hours of operation are 8:00 am – 7:00 pm Monday through Friday and 8:00 am – 6:00 pm on Saturday and Sunday. At all other times, contact the Nursing Supervisor regarding patient safekeeping by paging PIC #1822.

2. Lost Property

a. Lost items found on Medical Center grounds shall be taken for safekeeping to Patient and Guest Services located on the 1st floor of the University Hospital Main Lobby between the hours of 5:30 am – 9:00 pm, Monday through Friday and 8:00 am – 9:00 pm on Saturday and Sunday. At all other times, lost items found may be given to Medical Center Security for Safekeeping by paging PIC#1647. Lost items found at Medical Center facilities located off grounds shall be taken to the reception area/nursing station of each service area.

b. Inquiries about items lost on Medical Center grounds shall be directed at all times to Call Center (434-982-1600). For off-grounds facilities, inquiries shall be directed to the reception area/nursing station of each service area.

c. Items not claimed after 120 days shall be donated to local charities or discarded.

3. Loss, Damage, or Theft of Medical Center Patient's Personal Property

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When there is loss or damage to a Medical Center patient's personal property, the Office of Patient Safety and Risk Management shall be notified and shall investigate the facts of the situation. Any decision to replace or reimburse the patient for the loss or damaged item shall be made by the Director of the Office of Patient Safety and Risk Management, in conjunction with the manager and/or administrator of the unit/department.

- b. Persons with knowledge of a patient's report of loss or damage of property shall fill out a Quality Report on QR Track. If the lost/damaged item is considered essential to the patient's well-being (e.g., glasses, dentures, hearing aids) the unit/department shall both fill out a QR and immediately contact the Office of Patient Safety and Risk Management at 434-924-5595. If there is suspicion and/or allegation that the loss is due to theft, the University Police shall be notified immediately by the unit manager or designee.
 - c. The Office of Patient Safety and Risk Management, with assistance from the appropriate unit manager and staff, shall investigate reports of lost/damaged property and determine whether some replacement/reimbursement will be made for the reported lost or damaged item. If it is determined that replacement/reimbursement is appropriate, the Office of Patient Safety and Risk Management will prepare an invoice for payment and will facilitate the paperwork for payment/reimbursement of the expense. Funds for payment/reimbursement of the expense will come from the budget of the appropriate unit/Department.
 - d. No person shall make any commitment for the Medical Center to pay for or replace the lost/damaged item unless he/she is specifically authorized to make such a commitment.
 - e. If it is determined that replacement and/or reimbursement is not appropriate and the patient wishes to pursue the matter further, the Medical Center's Office of Patient Safety and Risk Management will complete a Medical Center Potential General Liability Report and fax it along with the relevant investigation documents to the University's Office of Risk Management at 434-982-2635, and refer the patient to the University's Risk Management Office.
4. Loss, Damage, or Theft of Medical Center Employee's Personal Property

Personal property brought to the Medical Center by a Medical Center employee is the responsibility of that Medical Center employee should loss, damage or theft occur at the Medical Center:

- b. Medical Center employees who have lost a personal belonging at the Medical Center may inquire at Patient and Guest Services, or at the off-campus facility reception area.
 - c. If there is suspicion and/or allegation that the loss is due to theft, the employee shall notify the University Police to make a report.
5. Loss, Damage or Theft of Medical Center (University) Property

When there is loss of or damage to Medical Center property, employees should notify their area managers. Managers, in turn, shall notify University Office of Risk Management (434-924-3055). Managers shall further:

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- a. Identify and document missing or damaged items using the Property Claim Spreadsheet form and follow the guidelines in the Property Loss Responsibilities form available at <http://www.virginia.edu/riskmanagement/>.
- b. Report the claim to the University Office of Risk Management by completing and faxing an Incident Report Form and the first two columns of the Property Claim Spreadsheet within 24 hours of the incident. Both of these forms are available at the website above.

If there is suspicion and/or allegation that the loss is due to theft or other criminal activity, employees should contact their supervisors (after business hours and on weekends, the Nursing Supervisor), who shall in turn, contact University Police and the Associate Vice President for Hospital and Clinics Operations; see also University Policy GOV-0002 Reporting Fraudulent Transactions <https://policy.itc.virginia.edu/policy/policydisplay?id=GOV-002>.

SIGNATURE:



R. Edward Howell, CEO, UVA Medical Center

DATE:



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Approved January 1984

Revised August 1987, August 1990, September 1993, March 1996, July 1998, August 2003, March 2006, September 2007, December 2008, December 2013

Reviewed November 2000, September 2011

Approved by Chief Environment of Care Officer

Approved by Medical Center Administration