

**OO12 – The organization’s policies and procedures that address:**

- **Patient privacy, security, confidentiality**
- **Patient ethical issues and/or needs, and**
- **Promotion of a nondiscriminatory environment for patients and families**

Abbreviations used in categories of policies below:

- UVA: University of Virginia; academic entities as well as health system
- MCP: Medical Center Policy
- HRP: Medical Center Human Resources Policy
- PCS: Patient Care Services Policy; overseen by Chief Nursing Officer

Patient Privacy and Confidentiality:**Confidentiality and Violations**

- [Exhibit OO12.a](#): MCP 0021: Confidentiality of Patient Information
- [Exhibit OO12.b](#): HRP 707: Violations of Confidentiality

Authorized Access

- [Exhibit OO12.c](#): MCP 0163: Access to Electronic Medical Records and Institutional Computer Systems
- [Exhibit OO12.d](#): MCP 0244: Electronic Medical Record Access Auditing

Minimum Necessary Use and Disclosure; Release of Information

- [Exhibit OO12.e](#): MCP 0245: Minimum Necessary Use and Disclosure of Protected Health Information
- [Exhibit OO12.f](#): MCP 0256: Accounting of Disclosures of Protected Health Information
- [Exhibit OO12.g](#): MCP 0092: Release of Patient’s Protected Health Information
- [Exhibit OO12.h](#): MCP 0253: Verification for Release of Patient Information
- [Exhibit OO12.i](#): MCP 0150: Requests for Restriction of Patient Information
- [Exhibit OO12.j](#): MCP 0084: Health Information Request for Non-Patient Care Usage
- [Exhibit OO12.k](#): MCP 0038: Requests by News Organizations for Patient Information and Access for Photography or Electronic Recording
- [Exhibit OO12.l](#): MCP 0252: Use and Disclosure of Protected Health Information for Marketing and Related Purposes
- [Exhibit OO12.m](#): MCP 0251: Use and Disclosure of Protected Health Information for General Fundraising Purposes



Systems Measures as Foundation for Privacy & Confidentiality

- [Exhibit OO12.n](#): MCP 0227: Protection of Electronic Information and Information Systems
- [Exhibit OO12.o](#): MCP 0032: Acquisition of Information Systems Resources

Governance of Communications Media

- [Exhibit OO12.p](#): MCP 0139: Cellular Telephones, Wireless Devices and Other Radio-Frequency-Producing Equipment
- [Exhibit OO12.q](#): MCP 0030: The Use of Cameras and Other Electronic Devices and Media
- [Exhibit OO12.r](#): MCP 0194: Faxing of Patient Information
- [Exhibit OO12.s](#): MCP 0193: Electronic Mail (E-mail)
- [Exhibit OO12.t](#): MCP 0202: Internet and Intranet Access/Usage

Fundamental Documentation Policies, Including Confidentiality Considerations

- [Exhibit OO12.u](#): MCP 0094: Documentation of Patient Care Electronic Medical Record
- [Exhibit OO12.v](#): MCP 0218: Definition, Characteristics, Authentication and Maintenance of the Medical Record and Designated Record Set

Patient Security:

Patient Security: Patient Identity and Property

- [Exhibit OO12.w](#): MCP 0201: Patient Identification
- [Exhibit OO12.x](#): MCP 0286: Prevention, Detection and Mitigation of the Theft of Patients' Identities
- [Exhibit OO12.y](#): PCS Policy A04: Care of Money and Valuables
- [Exhibit OO12.z](#): MCP 0023: Loss, Damage or Theft of Patient, Employee or Medical Center Property

Patient Security: Staff and Volunteers

- [Exhibit OO12.aa](#): MCP 0004: Medical Center Identification
- [Exhibit OO12.ab](#): MCP 0176: Access Control to Medical Center Facilities
- [Exhibit OO12.ac](#): HRP 202: Criminal Background Check
- [Exhibit OO12.ad](#): MCP 0215: Employee, Volunteer and Vendor Background Screening
- ^{XREF} [Exhibit OO15.d](#): MCP 0255: Mandatory Reporting of Healthcare Practitioners



- Exhibit OO12.ae: MCP 0058: Medical Center Volunteers
- Exhibit OO12.af: MCP 0316: Management of Student Practicum/ Preceptorships
- Exhibit OO12.ag: PCS Policy A08: Supervision of Pre-Licensure Nursing Students During Clinical Placement Experiences
- Exhibit OO12.ah: MCP 0315: Management of Observers

Patient Security: Visitors

- Exhibit OO12.ai: MCP 0050: Patient Visitation
- Exhibit OO12.aj: MCP 0069: Medical Center Tours

Patient Security: Emergencies; Prevention of Harm by Others

- Exhibit OO12.ak: MCP 0213: Abuse, Neglect or Exploitation of Patients
- Exhibit OO12.al: MCP 0172: Responding to Behavioral/Security Emergencies
- Exhibit OO12.am: MCP 0175: Threat Assessment at the Medical Center
- Exhibit OO12.an: UVA Policy SEC-030: Regulation of Weapons, Fireworks and Explosives
- Exhibit OO12.ao: MCP 0174: Regulation of Weapons, Fireworks and Explosives on University Property
- Exhibit OO12.ap: MCP 0052: Bomb Threat Incident
- Exhibit OO12.aq: MCP 0166: Hostage Incident
- Exhibit OO12.ar: MCP 0141: Infant/Child Abduction
- Exhibit OO12.as: MCP 0054: Hazardous Material Spill/Accident Notification
- Exhibit OO12.at: MCP 0134: Transmissible Bloodborne Pathogens
- Exhibit OO12.au: MCP 0250: Universal Protocol for Preoperative / Pre-Procedure Verification

Patient Security: Prevention of Self-Harm

- Exhibit OO12.av: MCP 0197: Suicide Risk Assessment and Prevention
- Exhibit OO12.aw: PCS Policy A07: SRO Patient Companion Guidelines
- Exhibit OO12.ax: MCP 0159: Restraint and Seclusion of Patients
- Exhibit OO12.ay: MCP 0140: Judicial Treatment Orders
- Exhibit OO12.az: MCP 0219: Searching a Patient and/or a Patient's Belongings
- Exhibit OO12.ba: MCP 0206: Eloped Adult Patients
- Exhibit OO12.bb: MCP 0295: Patients Leaving Inpatient Care Units
- Exhibit OO12.bc: MCP 0254: Clinical Alarm Systems



- [Exhibit OO12.bd](#): MCP 0055: Use of Non-UVA Medical Center Equipment
- [Exhibit OO12.be](#): MCP 0312: Same-Day Discharge of Outpatients Who Have Received Sedation or Anesthesia

Patient Security: Custodial Patients

- [Exhibit OO12.bf](#): MCP 0209: Patients Requiring Enhanced Security
- [Exhibit OO12.bg](#): MCP 0192: Medical Treatment of Prisoners
- [Exhibit OO12.bh](#): MCP 0220: Interactions with Law Enforcement Authorities

Patient Ethical Issues:

Ethics, General Policies

- [Exhibit OO12.bi](#): MCP 0105: Ethics and Patient-Care Consultation
- [Exhibit OO12.bj](#): MCP 0233: Conflict of Interest

Patient/Family Rights and Concerns

- [Exhibit OO12.bk](#): MCP 0026: Patient Rights and Responsibilities
- [Exhibit OO12.bl](#): MCP 0070: Patient Concerns and Grievances

Ethics and Keeping Patients and Families Informed and Involved

- [Exhibit OO12.bm](#): MCP 0024: Informed Decision-Making
- [Exhibit OO12.bn](#): MCP 0293: Disclosure of Outcomes
- [Exhibit OO12.bo](#): MCP 0191: Refusal of Treatment
- [Exhibit OO12.bp](#): MCP 0102: Discharges Against Medical Advice
- [Exhibit OO12.bq](#): MCP 0025: Discharge Planning
- ^{XREF}[Exhibit SE6.a](#): MCP 0269: Provision and Documentation of Patient and Family Education

Ethics and End-of-Life Circumstances

- [Exhibit OO12.br](#): MCP 0142: Advance Directives
- [Exhibit OO12.bs](#): MCP 0079: Do Not Resuscitate Orders
- [Exhibit OO12.bt](#): MCP 0115: Guidelines for the Determination of Death, Including Death by Neurologic Criteria
- [Exhibit OO12.bu](#): MCP 0098: Organ, Tissue and Eye Donation
- [Exhibit OO12.bv](#): MCP 0207: Organ Procurement in Donors After Cardiac Death



- [Exhibit OO12.bw](#): MCP 0014: Death Certificates, Fetal Death Reports and Consultation/Disposition Forms
- [Exhibit OO12.bx](#): MCP 0270: Autopsy

Ethics and Vulnerable Patient Care Circumstances

- See also [OO18](#) for ethics regarding research participants.
- (REPEAT FROM ABOVE) [Exhibit OO12.ak](#): MCP 0213: Abuse, Neglect or Exploitation of Patients
- (REPEAT FROM ABOVE) [Exhibit OO12.bh](#): MCP 0220: Interactions with Law Enforcement Authorities
- [Exhibit OO12.by](#): MCP 0239: Pain Assessment and Management Adult Patients
- [Exhibit OO12.bz](#): MCP 0318: Pediatric Pain Assessment and Management
- [Exhibit OO12.ca](#): MCP 0155: Provision of Healthcare Services to Children
- [Exhibit OO12.cb](#): MCP 0046: Child Placement for Adoption
- [Exhibit OO12.cc](#): MCP 0151: Patient Choice in Selection of Home Health Agencies

Ethical Interactions, Transactions and Record-keeping

- ^{XREF}[Exhibit OO15.k](#): MCP 0283: Behavioral Code of Conduct
- ^{XREF}[Exhibit OO13.u](#): MCP 0223: Government and Regulatory Investigation Response
- [Exhibit OO12.cd](#): MCP 0016: Medical Record / Billing Audit
- [Exhibit OO12.ce](#): MCP 0266: Records Management: Records / Document Retention and Disposition
- [Exhibit OO12.cf](#): MCP 0248: Amendment of Medical and Billing Records
- [Exhibit OO12.cg](#): MCP 0008: Gifts, Gratuities and Interactions with Vendors
- [Exhibit OO12.ch](#): MCP 0013: Vendors, Sales and Service Representatives

Non-Discriminatory Environment for Patients and Families:

Preventing Discrimination and Harassment

- [Exhibit OO12.ci](#): UVA Office of Equal Opportunity Programs: Complaint Procedures

Respecting Unique Needs and Beliefs

- [Exhibit OO12.cj](#): MCP 0156: Language, Interpretive and Adaptive Aids for Persons with Disabilities or Limited English Proficiency



- [Exhibit OO12.ck](#): MCP 0246: Animals in the Medical Center
- [Exhibit OO12.cl](#): MCP 0275: Management of Surgically Removed Body Parts and/or Implants

Equal Access to Care

- [Exhibit OO12.cm](#): MCP 0214: Medical Screening and Stabilizing Treatment for Emergency Medical Conditions
- [Exhibit OO12.cn](#): MCP 0039: Reservation, Registration and Admission Requirements for Surgical Procedures and Admissions
- [Exhibit OO12.co](#): MCP 0097: Medical Center Bed Assignment
- [Exhibit OO12.cp](#): MCP 0224: Provision of Patient Supplies and Pharmaceuticals After Discharge or Clinic Visit
- ^{XREF}[Exhibit OO13.f](#): HRP 705: Staff Requests Regarding Assignments