

Guidance: House Phones

House Phones

In general, you should not discuss patient care or patient protected health information (PHI) in hallways or other public areas.

If you must place or accept a call on a house phone in a public area, you should take the following reasonable safeguards to protect patient privacy and to minimize the likelihood of incidental use or disclosure of PHI:

- Do not discuss patient PHI on a house phone where you are likely to be overheard.
- Lower your voice when having conversations concerning patients.
- Do not repeat the patient's full name aloud.
- Keep PHI use or disclosure to a minimum.

If you are discussing highly confidential information, you should always move to a more private area. Highly Confidential Information includes information related to:

Abuse or neglect of a child, an elderly person, or an adult with a disability
Alcohol and Drug Abuse Prevention and Treatment
Domestic Violence
Genetic Testing
HIV/AIDS Testing, diagnosis, and treatment
Invitro Fertilization (IVF), Infertility, Artificial Insemination
Mental Health and Developmental Disabilities
Sexually Transmitted Diseases
Sexual Assault
Communicable Diseases
Psychiatric Treatment

**Any questions/comments/concerns please feel free to reach out to
the Privacy Program at:**

773-834-9716 or hpo@bsd.uchicago.edu