

## Turn Awareness Into Action...

# Keeping Medical Records Confidential Is... ESSENTIAL

Our patients' paper medical records contain protected health information (PHI). The records include information such as patient name, address, birth date, SSN, physician and nurse notes, diagnosis, lab results, medications, and even highly confidential information regarding *HIV/AIDS, Mental Health, and Genetic Testing*.

Our patients expect and trust us to protect their information **at all times** - that includes when it is stored, used on the inpatient units, in the outpatient clinics, and when it is in **your** possession.

Let's make sure our patients' medical records are not **EXPOSED** to "unauthorized individuals" - *people who do not need to know the information*.

Follow these tips to minimize the chances of exposing PHI:

1. When carrying medical records throughout the Medical Center, including standing in elevators, make sure PHI is facing toward your body and away from public view.
2. While transporting medical records on a rolling cart either turn the records over to conceal PHI (e.g. patient name, medical record #), place the records in secure containers, or cover the records with a sheet. Never leave the cart unattended (e.g. hallway, cafeteria).
3. On inpatient units, follow the "Back To The Rack" Program. Store the patient's medical record at the nurses' station when you are not using it. Do not keep records at the bedside or outside the patient's room.
4. In outpatient clinics, medical records should be turned over or covered to hide PHI from the view of other patients.

**Do The Right Thing...**  
**Keep Medical Records Confidential.**