



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Human Resource Division		POLICY NUMBER: DPOTMH-APP-HRD-P004-(01)	
TITLE/DESCRIPTION: CONFIDENTIALITY OF PATIENT AND ORGANIZATIONAL INFORMATION			
EFFECTIVE DATE: June 30, 2022	REVISION DUE: June 29, 2025	REPLACES NUMBER: DPOTMH-HW-P04	NO. OF PAGES: 1 of 5
APPLIES TO: Hospital Employees, Riverside College Employees, Medical Staff, Post Graduate Nursing Interns, Resident Doctors, and Students rotating at DPOTMH (Nursing, Medical Technology, Psychology, Midwifery, Nursing Aide, Radiologic Technology, Caregiver students and Medical Interns)		POLICY TYPE: Administrative	

PURPOSE:

1. To protect the right of confidentiality of all patients, employees, physicians, guests and the hospital itself by limiting disclosure of confidential information to those having a need to know in order to perform the duties of their job or to take action upon that information.
2. To implement the appropriate and reasonable security measures in protecting and maintaining the secrecy of patients and the organizations' information.

DEFINITIONS:

N/A

RESPONSIBILITY:

Hospital Employees, Riverside College Employees, Medical Staff, Post Graduate Nursing Interns, Resident Doctors, and Students rotating at DPOTMH (Nursing, Medical Technology, Psychology, Midwifery, Nursing Aide, Radiologic Technology, Caregiver students and Medical Interns)

POLICY:

1. Much of the information that come in contact by the individuals mentioned above shall be considered confidential and may only be disclosed when the use of this information is needed to perform job duties. Confidential information comes in many forms and from several sources. It can be generated from the medical record, the computer system; computer-generated reports, hospital correspondence, conversations, and, normal daily operations. Under no circumstances may the above resources be accessed for personal or non-work related activities.

1.1 Verbal Communications

- 1.1.1 Patient information should not be discussed where others can overhear the conversation, (e.g. in hallways, rooms, elevators, in the cafeteria, on any form of public transportation, at restaurants and social events. (refer to Code Yellow policy)
- 1.1.2 Dictation of the patient's information should occur in locations where others cannot overhear.



- 1.2 **Written Information.** Confidential papers, reports, and computer printouts should be kept in secure areas. Please use best judgment to determine what provides a secure



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environment in the respective work area.

1.3 Computerized Information. Protecting own computer-access whether it is a unique log on and or personal security code is important to maintain privacy, confidentiality and individual's accountability for access to hospital computer systems.

1.4 Employee Conduct. Workforce members with access to information about patients, employees, or business matters may only obtain information that is necessary for their job functions. Irregardless of the format in which this information is obtained, (e.g. verbal, written, or electronic).

The following represent, some examples of, but are not limited to, situations, which violate confidentiality when accessed or discussed for personal or non-work related purposes, or violate the patient's right to privacy:

- 1.4.1 Looking up any result (lab, x-ray, etc.), census information, or admission/discharge activity for or about a co-worker, relative, neighbor, etc.
- 1.4.2 Accessing any information other than what is required for the job is a violation of this policy, even if the individual involved does not tell anyone else.
- 1.4.3 Discussing specific cases at lunch, in the elevator, in the hallway or at home.
- 1.4.4 Accessing the medical record for curiosity whether it belongs to a patient, a co-worker, or yourself. It is unacceptable to look up data (e.g., a friend's birthday, address or phone number). Accessing one's personal medical record requires proper authorization from the Medical Record Section or your physician.
- 1.4.5 Giving information gathered during job duties to individuals who are not authorized to know such information.
- 1.4.6 Disclosing confidential information overheard or seen while performing job duties.
- 1.4.7 Disclosing patient billing information.
- 1.4.8 Disclosing other employee personnel information regarding disciplinary proceedings, compensation and benefits, etc.
- 1.4.9 Disclosing peer review, quality/risk management activities, credential files, or malpractice/legal documents and variance reports.





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- 1.4.10 Discussing patient information with other healthcare practitioners in the course of work without using discretion to ensure that others who are not involved in the patient's care cannot overhear such conversations.
- 1.4.11 Failure to knock on a patient's door before entering the room.
- 1.4.12 Failure to use cubicle curtains, when it is appropriate.

2. All eligible people defined in this policy shall sign the Hospital Confidentiality Agreement Form (see Annex A) and the Non-Disclosure Agreement for Guests (Annex B) indicating acceptance and support of this policy.



PROCEDURE (SOP): N/A

WORK INSTRUCTION: N/A

WORK FLOW: N/A



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FORMS:
ANNEX A:



RIVERSIDE MEDICAL CENTER, INC.
Owner and operator of the Dr. Pablo O. Torre Memorial Hospital
A proud member of the Metro Pacific Hospital Holdings, Inc.

CONFIDENTIALITY AGREEMENT

I agree that while I am under the employ of The Riverside Medical Center, Inc., I shall not verbally or in writing divulge or disclose to another employee, person, company, or another organization, any confidential information belonging to my employer or relative to my employer's affairs or dealings that may come upon my knowledge except when authority has been entrusted to me to do so.

I shall not use for my own personal gain whatever confidential data or information that I may encounter within the period of my employment.

All records, data, reports and other documents that are considered confidential that I may obtain or come across with during the period of my employment are considered the property of the hospital/employer and I may not in anyway reproduce the same unless with authority or clearance from Top Management. Upon the end of my employment, these confidential documents shall be properly turned over to my direct superior with proper documentation, otherwise, I shall not be given an exit clearance by employer or this hospital.

Confidential information shall include all data and information, whether soft or hard copies, that have been classified as confidential such as financial statements, employees' 201 file and related records comprising of personal and employment files, masterfile update, payroll, pay slips, patient information and chart, patient treatment, suppliers' and contractors' quotations, employee's health records and other similar or related documents and information. If such documents are needed in carrying out my duties and responsibilities, I shall formally request for such information in writing and with approval of my direct superior.

If in the course of my employment, I happen to be custodian of any confidential document and another party shall request from my end to provide them with such document, I shall only provide the requested document upon receipt of a formal request with proper authorization. All requested confidential documents must be properly sealed before releasing to the requesting party.

I acknowledge that any violation of this Confidentiality Agreement shall be subject to disciplinary measures. This Confidentiality Agreement shall be binding on me even after my termination with my employer has ceased. Any breach of this Confidentiality Agreement shall warrant my dismissal from employment without prejudice to the filing of any civil/criminal case against me.

Signature over printed name

B.S. Aquino Drive, Bacolod City, Neg. Occ. 6100, Philippines • www.rivermedcenter.net
(034) 705-0000 / (034) 433-7331



EQUIPMENT: N/A

REFERENCES: N/A



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APPROVAL:				
	Name/Title	Signature	Date	TQM Stamp
Prepared by:	RODERICK S. PEDRAL HR- Operations Manager		07/31/2023	
Reviewed by:	RODEL J. LLAVE Total Quality Division Head		8-01-2023	
Approved by:	MARIA LIZA C. PERAREN Nursing Director		8-14-2023	
	HENEL P. JISON Sales & Marketing Division Head		8-18-23	
	JULIE ANNE CHRISTINE J. KO Chief Finance Officer		AUG 23 2023	
	NOEL P. GARBO General Services Head		8-25-2023	
	ROSARIO D. ABARING Ancillary Division Head		08.25.2023	
	NANCY B. HIZON Head, Human Resources Division		9.4.2023	
	MA. ANTONIA S. GENSOLI, MD VP/ Chief Medical Officer		9-6-23	
	SOCORRO VICTORIA L. DE LEON VP/ Chief Operating Officer		09/08/2023	
Final Approved by:	GENESIS GOLDI D. GOLINGAN President and Chief Executive Officer		9/13/23	

