

F583 – Privacy & Confidentiality

Overview

All residents have the right to privacy and confidentiality which includes all aspects of their lives including but not limited to their body, visits, communication, and records.

This regulation includes privacy in accommodations, medical treatment, written, telephone and electronic communications, personal care, visits, meetings of family and resident groups, mail and packages delivered promptly and unopened, and personal and medical records.

Monitoring Guidance

A1 – During observations, staff remove the residents from the public areas to provide personal care which includes shutting doors, room curtains, and privacy curtains as necessary.

Enter the number of observations when resident care was not provided in a private setting.

A3 – Resident visits are allowed to be private when the resident and/or their representative would like them to be, unless there are documented visitor restrictions in the resident's record.

Enter the number of observations when visits were not allowed to occur in a private setting.

A5 – Resident's mail and packages must be delivered promptly (defined in the regulation as within 24 hours of delivery) and is unopened at the time of delivery. The residents may ask for staff assistance in opening mail or packages.

Enter the number of observations when mail or packages were not delivered within 24 hours of delivery.

A7 – Enter the number of observations when mail or packages were opened prior to delivering to the resident.

A9 – During resident interviews ask the resident if they receive mail and packages promptly and unopened.

Enter the number of residents reporting concerns during the interviews.

A11 – Resident and family groups must be allowed to meet in private without staff present unless they're invited by the group.

Enter the number of meetings where staff were present without being invited by the group.

A13 – During observation, residents personal and medical records (including all formats such as paper and electronic) were maintained in a private manner. This may include but is not limited to resident lists being displayed at the nurses station, electronic medical or personal record information being left open on a computer that visitors and the general public have access to, signs posted outside or inside the resident's room which includes identifiable information such as a type of infection present, medication records are left open on the medication cart, etc.

Enter the number of observations when records weren't private.

A15 – The resident or their representative must provide written consent for resident's to be photographed in appropriate manners during group activities, outings, or in their private settings, etc. This consent must be maintained in the resident's record.

Enter the number of records reviewed that lacked written consent for the photographing or video recording of residents.

A17 – Resident names and memorabilia may be posted outside of their room or in other publicly accessible areas as long as the resident or their representative consent. This consent must be maintained in the resident's record.

Enter the number of records reviewed that lacked consent for posting of the resident's name or memorabilia outside of their room in publicly accessible areas.

A19 – Resident's personal and medical records may be accessed by representatives of the State Long-Term Care Ombudsman's office based on state law.

Enter the number of times the State Long-Term Care Ombudsman wasn't allowed to access medical or personal record for the resident.