**Credo Tackle Box**

**CREDO BEHAVIOR:** I respect privacy and confidentiality.

**TITLE:** Protecting Privacy and Confidentiality

**AUDIENCE:** Staff and leaders

**PURPOSE:** To build awareness of common breaches of privacy and confidentiality that are

preventable

**Preparation:** None

**Approximate Time:** 5-10 minutes to complete quiz; 10 minutes to discuss

**Audience/Group Size:** Any. Larger groups should first work in small subgroups.

**MATERIALS:** Copies of the quiz or cards with quiz questions

**DESCRIPTION:** A “quiz” using brief descriptions of VUMC situations. Each situation represents a potential violation of privacy and confidentiality. Assign one situation to each individual or small group. The object is to provide the response that shows how to prevent each breach and the follow up action to take. Responses are then discussed as a group.

* Residents rounding enter a patient’s room while he is getting a sponge bath.
* A fax with health records is sent to the wrong fax number, in the wrong dept.
* A copy of a grant proposal is left in the restroom of the library.
* A resume of a job applicant who is an internal candidate is left lying on the desk.
* A phone message to a physician is lost in the stairwell. It contains a patient’s name and diagnosis.
* A paycheck stub is left next to the copier.
* A patient’s electronic medical record is in full view at the clinic check in desk.
* Your neighbor’s wife was taken to the hospital last night. As a staff member, you have access to patient records. Your wife asked you to check on her.
* *Add your own situations …*