

PRC BEST PRACTICES

Privacy

Our community of clients is committed to sharing leading improvement practices. PRC Best Practices was created and is always evolving based on the ideas, recommendations, and resources submitted by clients. If you have an idea at work, please share it with us at info@prccustomresearch.com.

SURVEY QUESTION

Privacy: How would rate the respect for your privacy?

Response Options are:

Excellent Very Good Good Fair Poor

IDEAS:

- Use key words at key times. Incorporate the word privacy into patients' routine care such as asking the patient if they would like their door closed for privacy or letting him/her know, "For your privacy I'm closing the door."
- Design patient registration areas to provide a panel between desks, affording more patient privacy during the registration process.
- Arrange nurses' stations so that patient names or medical records are not visible to the passerby.
- Create signage to be placed on each room's door reminding staff to be mindful of patient privacy.
- In the Outpatient Lab setting, separate draw stations with solid walls.

TO TRACK YOUR PATIENT PERCEPTION SCORES ON THIS QUESTION:

Visit www.prceasyview.com for data updates.

PRC's "EasyView to You" feature can email your desired reporting view of the scores to you on a schedule of your preference.

For assistance contact PRC's PRCEasyView® Support Team at 1-800-547-9584.

THANK YOU FOR PARTNERING WITH PRC!

