



Personal Privacy Of MHS Consumers Procedure

Procedure Number

CHC-MHS-0061

Version Nos:

5

1. Purpose

This Procedure is performed as a means of ensuring that the personal privacy needs of West Coast District Health Board (WCDHB) Mental Health Service (MHS) Consumers.

2. Application

This Procedure is to be followed by all WCDHB MHS clinical staff members.

3. Definitions

For the purposes of this Procedure:

Personal Privacy is taken to mean the protection of the Consumer's personal space

4. Responsibilities

All *Clinical Staff Members* are required to:

- ensure they abide by the requirements of this Procedure;

5. Resources Required

This Procedure requires no specific resources.

6. Process

1.00 Inpatients

- 1.01 Wherever possible Consumers will be allocated a private room which has a safe locking system that provides for privacy but allows staff access in an emergency.
- 1.02 All staff members must knock before entering and only in exceptional circumstances enter without an invitation.
- 1.03 Where possible (within the confines of current WCDHB facilities), each Consumer is to be allocated to a single room.
- 1.04 Where Consumers share a room adequate privacy must be provided for each Consumer. This includes visual privacy.
- 1.05 The Consumer must be assured of visual privacy when attending to or receiving assistance with their personal hygiene requirements.
- 1.06 MHS staff members are to ensure that avoidable background noise does not cause undue stress or invasion of privacy for the client.
- 1.07 Each Consumer will be allowed private interaction with their visitors when required. To allow for this, a comfortable and appropriate family/whanau room will be made available for this purpose.



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- 1.08 Each Consumer will be allowed to make and receive telephone calls in private when this service is provided for the Consumer. This includes not being overheard at normal speaking volume. The telephone provided must not be a shared extension.
- 1.09 Counselling and individual therapy is to be undertaken with the Consumer in a private setting.
- 1.10 A separate room will be provided for interventions that require additional space or pose a risk to others.

2.00 Community Consumers

- 2.01 Consultation and provision of services will be conducted in a manner which preserves the auditory and visual privacy of the Consumer and their family/whanau.
- 2.02 Private rooms for counselling or therapy are to be provided.
- 2.03 No personal information is to be elicited from Consumers in waiting rooms or other open areas.
- 2.04 Consumers are to be informed in advance of staff members visits to their place of residence.

7. Precautions And Considerations

- ➔ Wherever possible, WCDHB MHS Inpatient Consumers will be allocated a private room which has a safe locking system that provides for privacy but allows staff access in an emergency.
- ➔ Consultation and provision of services will be conducted in a manner that preserves that auditory and visual privacy of the Consumer and their family/whanau.

8. References

Health & Disability Sector Standards NZS 8134:2008
Code of Health and Disability Services Consumer Rights (1994)

9. Related Documents

WCDHB Informed Consent Procedure
WCDHB Intimacy and Sexuality for Patients/Residents Procedure.
WCDHB Personal Privacy Procedure
WCDHB Compliance With The Code Of Health & Disability Services Consumer Rights Procedure



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Revision History	Version:	5
	Developed By:	MHS QI Co-Ordinator
	Authorised By:	General Manager - MHS
	Date Authorised:	November 2007
	Date Last Reviewed:	November 2009
	Date Of Next Review:	November 2011