“May I confirm I have the right person? Can you tell me your name and your date of birth?”

The department has experienced a number of privacy breaches due to staff giving documents that include protected health information (PHI) to the wrong patient or client. These documents include physician orders, lab results, procedure reports, appointment slips, etc.

Please take precautions before giving documents to your patients or that contain PHI. Consider asking the patient to identify themselves and their date of birth to verify you have the right match BEFORE you give them the document.

In addition, if you do accidentally share the wrong PHI with a patient, please request that the document be returned to DPH, record the name and MRN of the patient whose PHI was exposed, and immediately notify your supervisor and/or your privacy office of the incident.

Thanks for holding your patient’s protected health information as precious as you hold his or her health. It’s important.