Physician Education Express

No Information Status Patients Policy   September 2016

Audience: IU Health Physicians, Fellows, Residents, Medical Students & Advanced Providers
Education Level- (ORANGE)
Effective Date: June 30, 2016

SUMMARY

The purpose of this policy is to provide guidelines regarding extra protections for the safety and security of No Information status patients, as well as their families and IU Health staff.

No Information Status: A status designated by a patient or surrogate decision maker and documented in the electronic medical record. This status indicates that no information is to be provided to any person who is not directly involved in the patient's care.

At any time during the patient's stay, a patient or the patient's surrogate decision maker may request the No Information status be removed. However IU Health may, in its sole judgment, determine whether or not to change the status, e.g. for security reasons associated with violence, abuse or neglect.

When a patient is determined to be a No Information Status, the Admitting department shall ensure that the following steps occur:

*Discuss No Information Status with the patient or the patient's surrogate decision maker. Educate and obtain acknowledgment from the patient's verified visitors about their responsibilities with respect to privacy and security.

***No code word** will be established, except with Behavioral Care patients.

*No one will be provided patient information via phone.

*Patient identifiers in department will be labeled with the first two initials of the patient's last name and last two letters of the patient's first name in all areas of the department (including, but not limited to nursing central monitors, whiteboards and report sheets).

*All staff should respond to calls to the inpatient unit regarding the No Information Status patient stating "There is not a patient here by that name." Security should be notified of each phone call about the No Information Status patient afterwards.

*Notify Security of any unauthorized visitors arriving to inpatient unit and provide description of the individual(s).

Patient or visitor noncompliance may result in a Behavior Care Contract initiation.

Highlights

*ADM 3.45:
NO INFORMATION
STATUS PATIENTS*

- Educate and obtain visitor acknowledgement of their responsibilities

- No Code Word will be established

- Limited Information Status does not exist. Patients will be Full Info or No Info

- No information provided over phone to anyone

- Behavior Care Contracts may be initiated due to patient or visitor noncompliance