

Private Encounter

General Information

When you need services from a hospital, family and friends may call to check on you or wish to come visit you.

Certain hospital staff — including volunteers — can give your room number or phone number to people who come to visit or call asking about you. They can give a short description of how you are doing. They cannot talk about the details of your condition.

That is protected under federal and state privacy laws.

What is a Private Encounter?

A private encounter means that visitors who come to the hospital and ask for you or call to ask about you or your medical status will not be able to find out that you are in the hospital.

If you choose a private encounter, hospital staff will **not**:

- confirm to anyone (including the media) you are a patient at the hospital
- forward calls to your room
- add your name to the hospital information desk patient list.

Are There Any Exceptions?

Choosing a private encounter does not change:

- the information that will be shared with other health care providers
- your health insurance provider(s)
- any other consents you have given to share your information.

The hospital staff may also confirm you are in the hospital if legally required.

Can You Choose Who Can Visit or Call You?

You will need to share your room number and direct phone number with your family, friends and clergy if you want them to reach you.

They can come visit you but hospital staff will not be able to confirm you are there or tell them your room or phone number.

If you are in The Mother Baby Center, visitors will need to get **visitors'** badges at the first floor entry of The Mother Baby Center. They will need to give the staff the following information without being asked:

- your name
- your room number.

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Can Your Family Send You Flowers or Cards?

When you choose a private encounter, the hospital can't accept cards or flowers because this would confirm that you are in the hospital.

How Do You Ask for a Private Encounter?

Tell a member of your health care team that you want a private encounter. You do not need to give a reason.

Can You Change Your Mind?

You can tell any member of your health care team of your choice and it can be updated in your electronic health record at any time.

Does This Affect Your Insurance?

Your insurance is not affected by choosing a private encounter.

Does it Change the Care You Receive?

Your care is not affected by choosing a private encounter.