



Your Privacy and Safety at BC Women's

www.bcwomens.ca

During your visit or stay at BC Women's, visitors may request information about how to locate you.

You may want your information kept private. There are two ways we can help you with this: Privacy Status or a Safety Alert.

BC Women's is dedicated to patient safety and confidentiality

Privacy Status

What is a Privacy Status?

- ▶ No information given out to anyone who calls or comes to the hospital looking for you during an appointment or hospital stay.
- ▶ Each time you come to BC Women's for an appointment or stay, you must ask the Registration Clerk for the Privacy Status to be applied.
- ▶ Your name will not be written in public places like the cover of your chart, or on the outside of your hospital room.

How do I get Privacy Status?

- ▶ Ask the Registration Clerk or your health care provider for a Privacy Status for your appointment or stay.

Safety Alert

What is a Safety Alert?

- ▶ A Safety Alert is applied when you have concerns about your safety while at BC Women's.
- ▶ The Safety Alert stays on your health record for ALL your appointments and stays at BC Women's. ***It is not taken off until you tell us you no longer need it.***
- ▶ Your health care team will work with you to make your stay as safe as possible. Your identity and location will be protected. You will receive information about safety resources available at BC Women's.
- ▶ Your name is not written in public places like the cover of your chart, or on the outside of your hospital room.
- ▶ If anyone calls or comes to the hospital looking for you, they will not be given any information about you or where you are.
- ▶ If you are at BC Women's to have a baby, the Safety Alert is applied when your baby is born.

Please give your health care team a telephone number where you can safely receive messages regarding appointments, etc.

How do I get a Safety Alert?

- ▶ Ask the Registration Clerk or your health care provider to apply a Safety Alert for your appointments and stays at BC Women's.

Who will know I have a Safety Alert?

- ▶ Your health care team at BC Women's.

What do I do if I change my mind about the Safety Alert?

- ▶ Ask your health care provider to remove the Safety Alert from your profile.

If You Have a Restraining Order or a Peace Bond...

- ▶ Please let your health care provider know if you have a restraining order or peace bond against someone. Your health care team will work with you to plan for your safety while you are at BC Women's.

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Can my family and friends visit me if I have a privacy status or safety alert?

- ▶ Yes. You can give your hospital room number or phone number to family and friends you trust.

Please note: Flowers and gifts will not be delivered unless you give the sender your hospital room information.

What You Can Do If You Are Worried About Your Safety

- ▶ Talk to your health care provider about your safety concerns or ask to talk to a Social Worker or Protection Services Specialist at BC Women's.
- ▶ Contact a program at BC Women's or in your community that can help you stay safe:

**Woman Abuse Response Program
BC Women's Hospital & Health Centre***
(Consultation and Referral)

604-875-3717

<http://www.bcwomens.ca/Services/HealthServices/WomanAbuseResponse/default.htm>

*Hours: Mon to Thurs - 9:30 to 5:30pm

VictimLINK
(24-hour Crisis & Referral Line)

1-800-563-0808

<http://www.victimlinkbc.ca/>

**Women Against Violence Against Women
(WAVAW)** (Support and Counseling)

1-877-392-7583

<http://www.wavaw.ca/>

**Lower Mainland Multicultural Family Support
Services** (Support and Counselling)

604-436-1025

<http://www.vlmfss.ca/>

Atira Women's Resource Society
(Support and Counselling)

604-331-1407

<http://www.atira.bc.ca/>

Your privacy and safety is important to us.

If you have any questions about your privacy or safety during your visit that have not been answered in this pamphlet, please talk to your health care provider.