



# VERBAL INFORMATION SHARING

## PERSONAL AND SENSITIVE PATIENT, STAFF AND COMPANY DATA:

- All members of staff are aware of their confidentiality responsibilities, as set out in their contract, when discussing patient, staff and company data. In addition to reading all company information governance procedures, they must ensure they abide by the following protocols:
  - No information considered personal identifiable, sensitive or confidential is to be discussed in public areas such as – waiting rooms, staff rooms, and communal offices.
  - Telephone calls received in the reception from patients or data sharers **MUST NOT** reveal the subject of the call or any identifiable information whilst taking the call – for example: *confirming Name, date of birth and address by reading out the information from the patient management system in the reception could be overheard by members of the public who may be able to identify the person from the information.*
- If members of staff need to discuss confidential information they do so in secure offices ensuring only members of staff relevant to the discussion are able to hear and join in the discussion.