

# FACULTY OF DENTISTRY, THE UNIVERSITY OF HONG KONG

## THE PRINCE PHILIP DENTAL HOSPITAL

### **Rules Governing Patient Care and Handling of Patient Information**

*(Applicable to Staff and Students of both the Faculty of Dentistry, The University of Hong Kong, and The Prince Philip Dental Hospital)*

#### **ACCEPTANCE AND REGISTRATION OF PATIENTS**

1. Except for patients accepted on a private fee paying basis, only patients required for the purposes of teaching, research, or in dental distress shall receive care in The Prince Philip Dental Hospital (“the Hospital”).
2. The requirement for teaching can be interpreted broadly as the full range of oral healthcare that must be carried out in a dental hospital to provide a proper environment for dental education of the University of Hong Kong (“the University”) and the Hospital.
3. Care of patients who are in distress but who are not required for the purposes of teaching shall be limited to that required to relieve their immediate symptoms.
4. Only patients who have been registered and who either have paid or have been waived the appropriate fees shall receive care in the Hospital.

#### **PROVISION OF DENTAL CARE/ WORK**

##### Registered Medical and Dental Practitioners

5. Registered Medical and Dental practitioners who are appointed as teaching staff, clinical dental surgeons or instructors, postgraduate dental officers, or research staff by the University, or appointed as Senior Dental Officers, Hospital Dental Officers or Training Support Dental Officers by the Hospital, and who are formally admitted to the practice of the Hospital by the Board of Governors may undertake clinical and other procedures connected with the treatment of patients in accordance with the instructions, rules and standing orders governing the treatment of patients in the Hospital issued from time to time by the University, the Hospital or the Clinic to which they are posted.

##### Ancillary Dental Personnel

6. Ancillary dental personnel (e.g. all ranks and Student Dental Surgery Assistants, Student Dental Hygienists, Student Dental Technicians and Student Dental Therapists) may undertake only those procedures which they are legally permitted to perform or only act under the instructions of a locally Registered Dentist.

##### Nurses and Radiographers

7. Nurses and Radiographers may undertake only those procedures which they are legally permitted to perform.

##### Students

8. No student shall undertake any clinical procedure unless authorised to do so by the teaching staff who is a locally Registered Medical or Dental Practitioner or Enrolled Dental Hygienist.

9. Students shall only treat patients under the supervision of the teaching staff.
10. Students have no authority to commit the Hospital to undertake any specific course of treatment.
11. No student shall *treat* or *discharge* any patients without the prior written permission to do so by the teaching staff.
12. Students must be conversant with and abide by the Standing Orders issued by the University, Clinics and the Hospital, and any instructions issued by or on behalf of the Dean of the Faculty of Dentistry/ Director of the Hospital.
13. No student should attend to private fee paying patients under any circumstances.

#### Provision of Treatments

14. All clinical staff/ students are reminded that it is their sole responsibility to give a full explanation on what care will be provided, and the related charges to the patients before commencement of any care. It is their responsibility to ensure that all stages of a patient's care are promptly and correctly recorded in the Dental Health Information System ("DHIS") in use (i.e. Titanium Solutions).
15. No staff and students should single out any particular clinicians, companies or organisations for referrals, except those who referred the patients concerned to the Hospital, those service providers entrusted by the Hospital, or publicly-funded medical or dental service providers (e.g. Hospital Authority or Department of Health). All staff and students must always maintain impartiality.

### **PATIENT INFORMATION**

#### Classification of Patient Information

16. Patient information could be contained in the Patient Records, DHIS including SALUD system or Titanium Solutions, or other documents/ systems of the Hospital. Patient information includes patient's Personal Data and Potentially Sensitive Data. Personal Data are sensitive information from which it is practicable for the identity of a living individual to be directly or indirectly ascertained, and are protected by the laws of Hong Kong. The following are examples of Personal Data:

- (a) Identification document number such as HKID and passport number;
- (b) Full name;
- (c) Date of birth;
- (d) Photo showing face without masking, or radiographs with patient's identity imprinted;
- (e) Email address;
- (f) Phone number;
- (g) Mobile or pager number;
- (h) Address; or
- (i) Name of emergency contact person.

17. There are other forms of patient information that may be regarded as patient's Potentially Sensitive Data (which are not Personal Data per se), which even when taken in combinations cannot lead to the possible identification of a person in the public domain. Some examples are:

- (a) PPDH record number;
- (b) Name initial or surname;
- (c) Ethnic group;
- (d) Marital status;
- (e) Occupation;
- (f) Referring source;
- (g) X-ray film without any Personal Data;
- (h) Photo from which patients' identity could not be ascertained;
- (i) Charting; or
- (j) Any other treatment information.

#### Access to Patient Information

18. As a general rule, only staff/ students to whom a patient is assigned, together with the appropriate administrative staff involved in handling Patient Records and/or DHIS, are allowed access to patient information on a need basis. Specific rules governing the access to and use of the Patient Records and DHIS are listed in paragraphs 37 to 44 below.

19. Staff/ Students must not allow patients or unauthorised persons to have access to the Patient Records or DHIS under any circumstances.

#### Security of Patient Information

20. Staff/ Students are reminded that all patient information, *in any form*, must be treated in the strictest confidence and be protected by all practicable steps.

21. **Staff/ Students are forbidden to take any patient's Personal Data, *in any form*, out of the Hospital building.**

#### Use of Patient Information

22. Before using any patient information, staff/ students have to familiarise themselves with the provisions of the Personal Data (Privacy) Ordinance, Chapter 486, Laws of Hong Kong.

23. Patient information should only be used by the relevant staff/ students of the University or the Hospital for purposes of teaching, research or treatment, unless with the prior consent of the patient concerned.

24. Personal Data, *in any form*, must never be disclosed in any coursework (such as PowerPoint presentation, Log Diary, and Patient Care Synopsis) or in any teaching/ research materials.

25. Should there be a need to use a patient's photo showing face in the coursework or teaching/ research materials, staff/ students should blur out or mask certain areas of the photo to the extent that the patient's identity could not be ascertained, unless an explicit consent has been provided by the patient for that purpose.

26. Notwithstanding the absence of Personal Data in the coursework or teaching/ research materials, staff/ students are still required to treat the coursework or teaching/ research materials that contain patient's Potentially Sensitive Data in safe custody, and apply effective protective measures on the electronic copies, e.g. encrypting the electronic copy with a password.

27. If staff/ students need to obtain a database which contains substantial Potentially Sensitive Data, they have to send a written request, through their respective Clinic Managers or Section/ Unit Heads, to the System Administrator for consideration by the Hospital. The requestors are required to apply effective security measures for safekeeping and storage of the Potentially Sensitive Data provided, and permanently delete them from the computer or portable electronic storage devices as soon as they are no longer needed.

#### Transfer/ Disclosure of Patient Information to a Third Party

28. Subject and without prejudice to the requirements of the Personal Data (Privacy) Ordinance, patient information could be provided, if necessary,

- (i) to third party service providers if staff/ students need their services (such as clinical, laboratory or technical services) in connection with treatment provided to the patients concerned; or
- (ii) in the case of referrals from or to other clinicians/ organisations, to the clinicians/ organisations who referred the patients concerned to the Hospital, or to the clinicians/ organisations to whom the patients concerned are referred; or
- (iii) to any government departments or appropriate statutory authorities by the virtue of law.

29. Staff/ Students should never divulge any patient information, *in any form*, to any person for any purposes other than the purposes stated above or a directly related purpose, unless with the prior written consent of the patients concerned.

30. In the event that staff/ students wish to present or disclose any patient information (only Potentially Sensitive Data allowed) to the College of Dental Surgeons of Hong Kong ("the College") or the Dental Council of Hong Kong ("HKDC") for examination purposes, prior written consent of the patients concerned must be sought. To this end, staff/ students should use the respective standard consent forms from the College or HKDC, as appropriate. Otherwise, it may result in an infringement of the Personal Data (Privacy) Ordinance.

31. Notwithstanding the patients' informed consent for the transfer of their information to a third party, staff/ students should satisfy themselves that only absolutely essential information is to be transferred or disclosed.

#### Duration of Retaining Patient Information Contained in Patient Records and DHIS

32. Patient information contained in the Patient Records or DHIS will not be kept longer than is necessary for the fulfilment of the purpose for which the Personal Data is collected. Staff/ Students are not allowed to remove or damage the patient information, documents or papers (including radiographs, slides and photos) contained therein without the written approval of the Director.

### Destruction of Documents Containing Patient Information

33. Any documents containing patient information which have no backup value should be shredded before disposal. Staff/ Students could deposit any documents requiring shredding, e.g. draft Clinical Notes, to the collection box placed at each Clinic.

### Loss of Patient Personal Data and Patient Records

34. In the unfortunate event that any Personal Data of patients, *in any form*, or any Patient Record, is lost, staff/ students are required to report in writing to the Director immediately.

### **PATIENTS' RIGHT OF CORRECTION OF AND ACCESS TO THEIR PATIENT INFORMATION**

35. Staff/ Students, except staff of the Reception and Records Office, should not amend any patient's personal particulars contained in the Patient Records or DHIS. Whenever necessary, they should advise patients concerned to contact the Information/ Registration Counters by phone (2859 0238), by fax (2859 0232), by email (enquiry@ppdh.org.hk) or in person for making amendments to their personal particulars.

36. Patients have a right of access with respect to their own personal data. However, the exercise of such right by patients should be centrally handled by the Reception and Records Office. Staff/ Students are requested to refer those requests from patients to the Information/ Registration Counters in the first instance. Similarly, requests from third parties should also be administered through this channel.

### **PATIENT RECORDS**

37. All physical Patient Records are kept in the Records Office. Requests for Patient Records should be made to the Receptionist in the appropriate Clinic or, for immediate requests, through Patient Record Tracking System.

38. No persons other than the authorised Hospital administrative staff should enter the Records Office.

39. Staff/ Students should comply with the arrangements for the borrowing and return of Patient Records as detailed in the relevant Administrative Circular issued by the Faculty and Hospital. Basically, staff/ students are required to sign to acknowledge receipt when they borrow Patient Records.

40. Staff/ Students are allowed to keep Patient Records for up to 30 calendar days. While undergraduate students and Student Dental Hygienists are allowed to retain up to a maximum of 30 Patient Records, postgraduate students and staff are allowed 50. In the event that such limits have to be exceeded, prior approval from the Clinic Manager, or Director as appropriate, should be sought.

41. Staff/ Students are responsible for the safe custody of the Patient Records requested by them, and should not leave any Patient Records unattended under any circumstances.

42. All Patient Records must be transported or carried without showing the patient information in the public areas of the Hospital. Attending Certificated Dental Surgery Assistants, Student Dental Surgery Assistants, Receptionists and Faculty's Secretaries are authorised to carry or transport Patient Records on behalf of the operators.

43. Staff/ Students are forbidden to take any Patient Records out of the Hospital building, except to Queen Mary Hospital and The Duchess of Kent Children's Hospital where the Hospital patients will undergo surgery/ treatment under general anaesthesia. In such exemptions, staff/ students are reminded to stay alert when transporting or carrying the Patient Records between these places with a view to avoiding any loss of Patient Records and keeping confidentiality of patient information.

### **HOSPITAL'S DENTAL HEALTH INFORMATION SYSTEM, COMPUTERS, AND NETWORK**

44. Staff/ Students are required to pay heed to the prevailing "Regulations Governing Use of Computers and Portable Electronic Storage Devices" issued by the Hospital when using the Hospital computers/ application software/ network or connecting their own computers to the Hospital network.

### **ASSIGNMENT OF TEACHING PATIENTS FOR TREATMENTS**

45. As a general principle, teaching patients should always be attended to according to the Chronological Date on the Waiting Lists. Should there be a need to assign/ request teaching patients not according to the Chronological Date of the Waiting Lists for meeting students' education need, sound justifications and approval by authorised persons will be required.

46. For details of the arrangements, staff/ students should refer to the prevailing "Guidelines for Maintaining Teaching Patient's Waiting Lists and Assignment of Teaching Patients for Treatments".

### **COLLECTION OF PATIENT FEES**

47. It is the responsibility of clinical staff/ students to ensure that all stages of a patient's treatment are promptly and correctly recorded in the DHIS. If a clinical staff/ student fails to make the necessary entry in the DHIS which results in bad debts, he/she will be required to provide a written explanation to the Comptroller of the Hospital, for submission to the Establishment and Finance Committee of the PPDH Board of Governors when the related write-off action has to be pursued.

### **ADVERSE EVENT REPORT**

48. In case any adverse events occurring within the Hospital premises, the staff member or student concerned should fill in the Adverse Event Report Form (PPDH 1034), and submit it to the Hospital's General Office as soon as possible.

49. If the Faculty of Dentistry staff members are injured in the adverse events, they should report the cases separately to HKU with the submission of a completed copy of Adverse Event Report Form (PPDH 1034).

50. If Student Dental Hygienists or Student Dental Therapists are injured in the adverse events, they should also report the cases separately to HKU SPACE.

51. If PPDH staff members are injured in the adverse events, they should also fill in the Report on Injury on Duty (Form PPDH 149), and submit it, together with Adverse Event Report Form (PPDH 1034), to the Hospital's General Office as soon as possible.

## CLINIC ARRANGEMENT DURING BLACK RAINSTORM WARNING OR TYPHOON WARNING SIGNAL NO. 8 OR ABOVE

52. For treatment NOT yet started\*

Condition	Arrangement
If either of the Typhoon Warning Signal No.8 (or above), “Extreme Condition” Announcement or the Black Rainstorm Warning is hoisted, made or in force <b>at or after 6:00 a.m.</b>	All patient appointments commencing <b>before 1:30 p.m.</b> will be <b>cancelled</b> automatically and queue cards will not be issued for a.m. session.
If either of the Typhoon Warning Signal No.8 (or above), “Extreme Condition” Announcement or the Black Rainstorm Warning is hoisted, made or in force <b>at or after 11:00 a.m.</b>	All patient appointments commencing <b>after 1:30 p.m.</b> will be <b>cancelled</b> automatically and queue cards will not be issued for p.m. session.

53. For treatment already started\*

Condition	Arrangement
When Hong Kong Observatory issues the Pre-No.8 Special Announcement	All patient treatment should be completed as soon as possible, the clinics should then be closed after clearance.
When Black Rainstorm Warning Signal is hoisted	Services will be provided to patients who have arrived and are at the clinics.

\* *Staff or students should try to contact patients and arrange re-appointments if necessary.*

### GENERAL

54. Apart from these Rules Governing Patient Care and Handling of Patient Information, the Hospital has other rules, regulations and guidelines issued from time to time. Further, attention should also be paid to other requirements of the Personal Data (Privacy) Ordinance, the data protection principles thereunder, and the codes of practice/ guidance notes of the Office of the Privacy Commissioner for Personal Data. All staff/ students should also comply with them as appropriate.

55. Any breach of rules, regulations and guidelines may subject the Hospital staff/ students concerned to disciplinary actions. Serious cases may lead to termination of employment or expulsion from study.

56. All machines, dental and laboratory equipment, other electrical equipment and installations including computers and monitors, lighting, air-conditioners, water taps, gas ,etc. which are no longer required to be in use **MUST BE turned off immediately after use** and before staff and students leave their work place, the pantry and/or washrooms. Staff/ Students being assigned to check on switching-off of machines, equipment and installations are urged to undertake their duty with a responsible and serious attitude.

57. As far as the patients’ rights for information are concerned, Hospital staff/ students are reminded that it is their sole responsibility to provide a full and clear explanation on what treatments will be provided, and the related charges to the patients before commencement of

any treatment.

58. Hospital staff/ students are prohibited from using their private mobile phones while working inside clinics and laboratories unless such usage is related to the discharge of their duties or their training.

59. Hospital staff/ students are reminded to wear the Hospital Identity Cards at all times within the Hospital for identification purpose.

60. Smoking is not permitted in the Hospital, including carparks, gardens and changing rooms.

61. Only authorised persons may use the parking facilities of the Hospital.

62. Unauthorised photography is not allowed within the Hospital.

63. Hospital property, especially instruments and equipment, must not be misused or moved without permission. If any Hospital property is damaged, lost or contaminated, the person(s) who is(are) responsible must pay for its repair, replacement or cleansing costs.

64. Staff/ Students are responsible for the security of their own personal property in the Hospital.