



F5.2_Safeguarding Patient Privacy: Enhancements in Discharge Document Handling

Ms. Jennifer LAM, NTWC M(Q&S)

Oral Presentation for HA Convention 2025



Background



- Patient discharge documents contain essential medical information and sensitive personal data.
- The misplacement of these documents can significantly impact continuity of care and lead to privacy breaches.

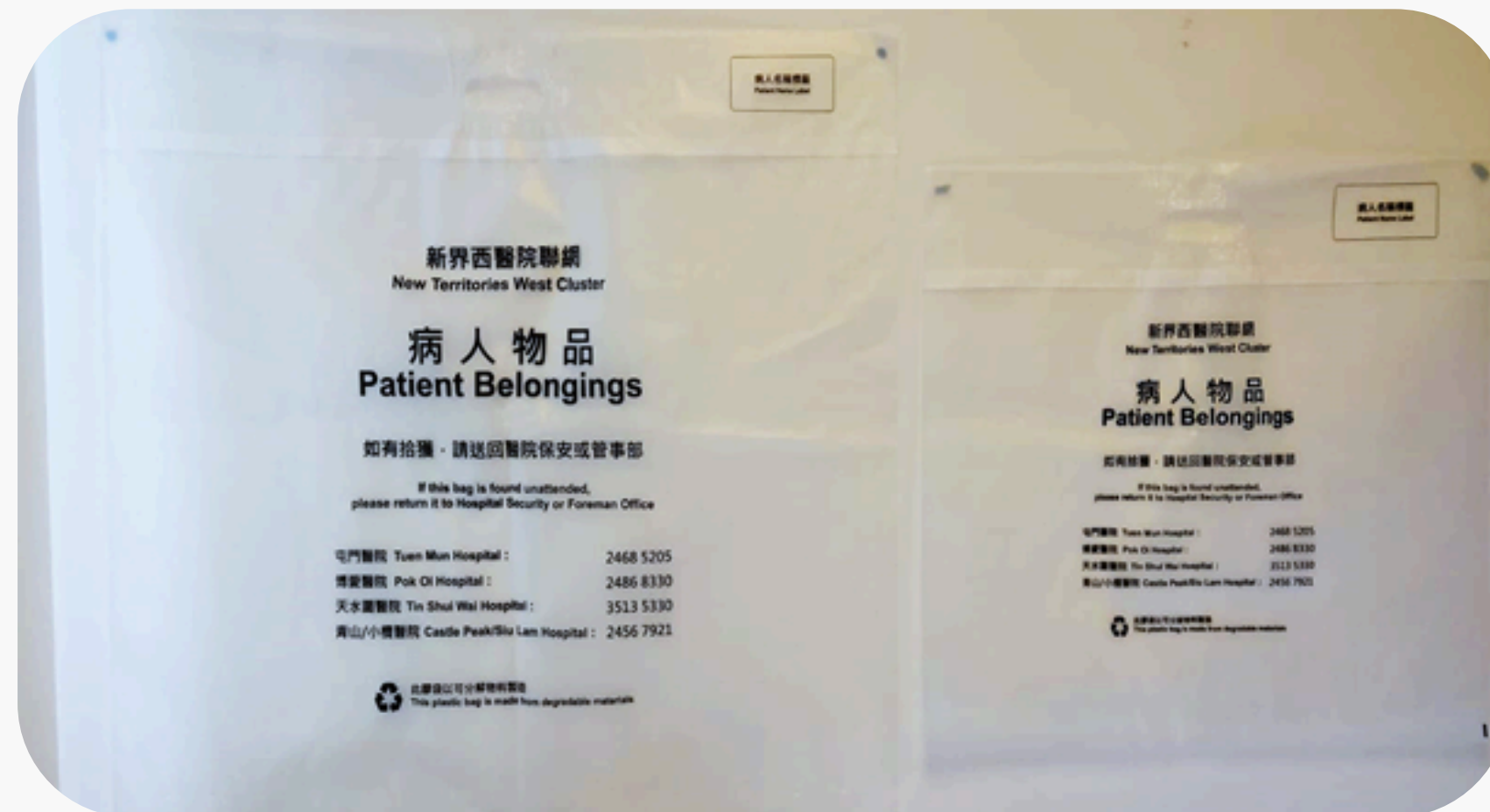
 <p>醫院管理局 HOSPITAL AUTHORITY</p> <p>病人出院資訊摘要</p>	
<p>醫護人員給您有關此次出院的重要藥物提示：</p> <ol style="list-style-type: none">1. Lansoprazole (TAKEPRON OD) orodispersible tablet2. Sertraline HCl tablet3. Zopiclone (IMOVANE) tablet	

Pok Oi Hospital - INVESTIGATION REMINDER FORM 博愛醫院 - 檢驗備忘表	
Patient Reminder :	<p>1. 請往博愛醫院閣樓「遞交化驗及抽血室」抽血或遞交化驗。</p> <p>[服務時間] 星期一至五 上午8:30分至中午12:45分 下午2:00至4:45分 星期六 上午8:30分至中午12:45分 (如不需空腹抽血: 建議閣下於星期一至五下午2時至4時前來抽血) *星期日、公眾假期、黑色暴雨警告及八號風球或以上 / 極端情況停止服務。</p> <p>*請 [] 即日 / [] 覆診前 _____ 星期 / [] 指定日期 _____ 抽血</p> <p>Please go to Specimen collection & Blood Taking Room, M/F, Pok Oi Hospital (POH) for blood taking or specimen collection.</p> <p>[Office Hour] Mon-Fri 8:30am to 12:45pm 2:00pm to 4:45pm Sat 8:30am to 12:45pm (If fasting blood is not required: Recommend taking blood on Monday to Friday from 2:00pm to 4:00pm) *No service provided on Sunday, Public Holiday, Black Rain Signal and Typhoon Signal No.8 or above / Extreme Condition.</p> <p>*Please check blood [] Today / [] _____ weeks before next follow-up / [] Specific date: _____</p> <p>Investigations / Services Renal Function Test</p> <p>Printed Time : 28/12/2023 13:58:42</p>

Background



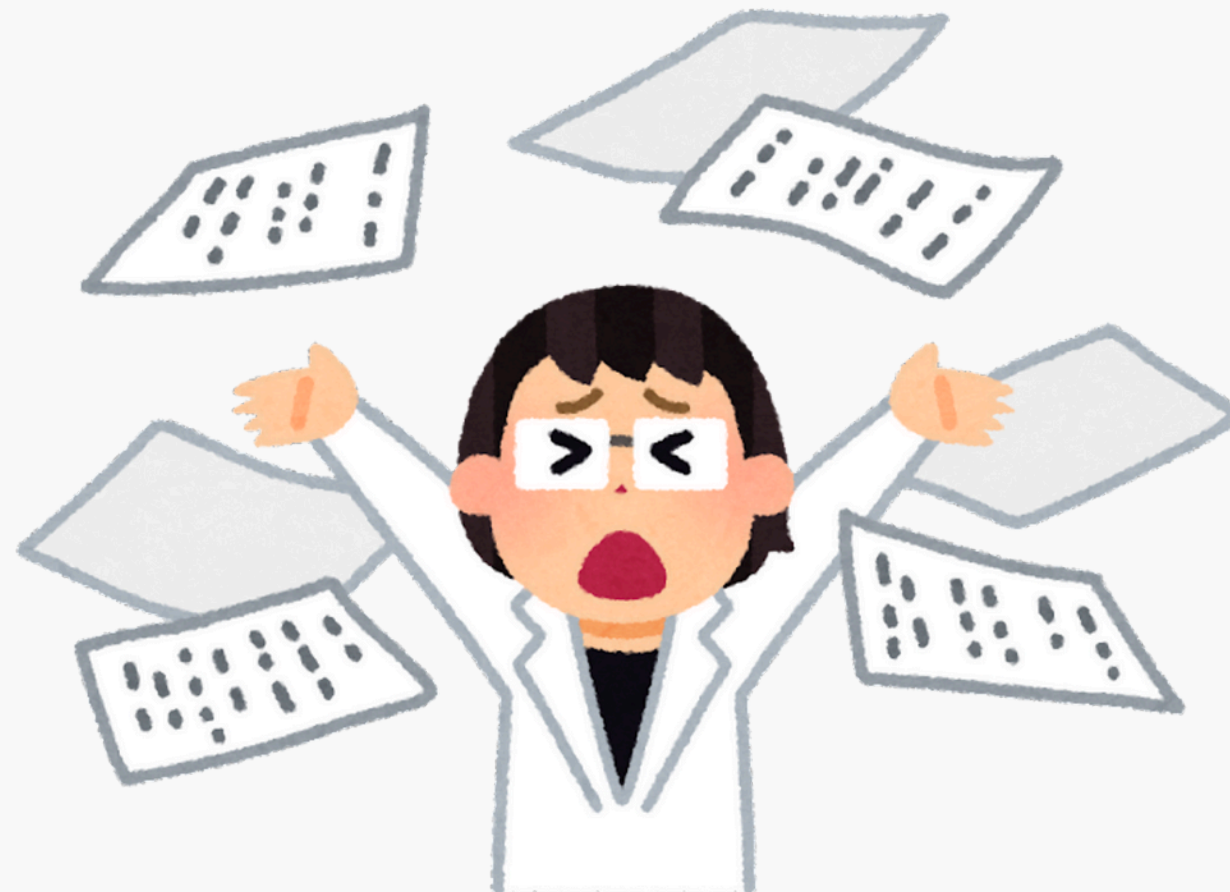
- Previously, discharge documents of NTWC patients transferred by Non-Emergency Ambulance Transfer Service (NEATS) were placed in patient belonging bags without designated storage compartment and often remained unsealed.
- In view of the potential for misplacement of discharge documents, improved handling of discharge document is critical.



Objectives

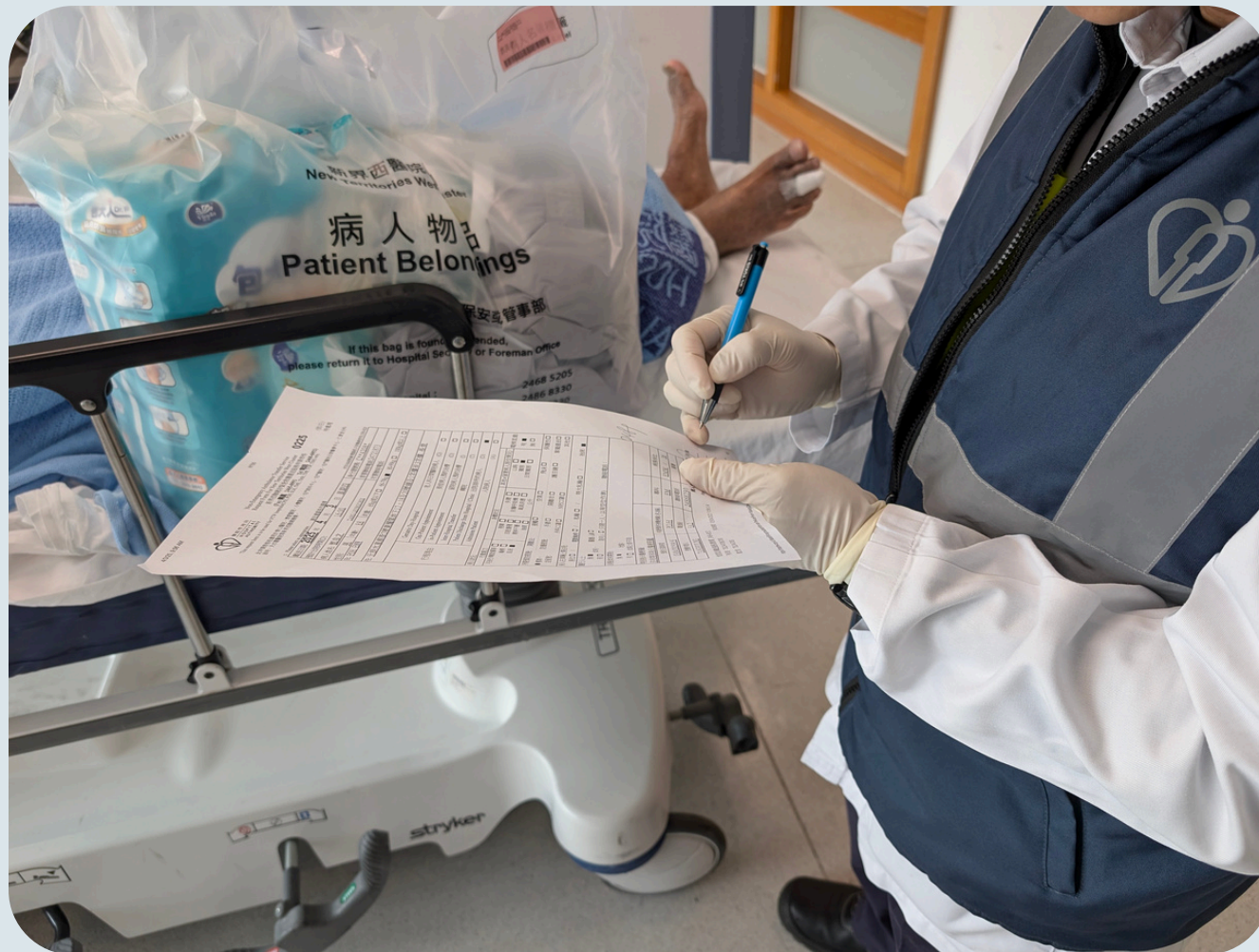


- To minimize the risk of loss of discharge document
- To strengthen the handover of such documents among hospital staff and carers.



Methodology

- A structured handover mechanism was established for transferring the patient belonging bag and discharge documents from ward staff to portering staff, NEATS staff and carers.



Non-Emergency Ambulance Transfer Service
Request Form For New Territories West Cluster
新界西聯網非緊急救護運送服務申請表格
(Fax 傳真 2465-0993 Tel 電話 2468-6052)

This request form is to be used for NTW hospitals (CPH, POH, SLH, TME, TMH, TMP, YOP, TSH) only.

此申請表格只適用於青山醫院、博愛醫院、小欖醫院、屯門眼科中心、屯門醫院、屯門醫院日間醫療中心、仁愛堂分科診所、天水圍醫院等新界西聯網機構。

☐ Please select as appropriate. 請在適當格內選擇

NTSS 系統熱線 (電腦部, 只供職員使用): 2300-8225

載送日期: 年 月 日 星期	身分證號碼:
	首要聯絡電話:
病人姓名:	次要聯絡電話:

病人物品袋: 1 袋 機密文件: 有/無 無
Porter 簽收: [Signature]
Waiting lounge 簽收: [Signature]
NEATS 簽收: [Signature]
病人物品接收人簽署: [Signature]

Methodology

- The patient belongings bag was modified to enhance document security, key changes included:

1



sealable inner pocket dedicated
for document storage

Methodology

- The patient belongings bag was modified to enhance document security, key changes included:

2

運送病人期間 請勿開啟此袋

此內袋用於存放
病人機密文件
棄置前請先檢查清楚

This inner bag is used for containing
patient's confidential documents,
please check before disposal

eye-catching alert message was
printed on the inner pocket with
a pink background as a reminder
to carers

Methodology

- The patient belongings bag was modified to enhance document security, key changes included:

3

Before



After



flat bottom design increased the bag's volume, preventing the seal from breaking when bulky items were added

Trial Programme

A trial was conducted in **August 2024** at **Pok Oi Hospital (POH)** and **Tin Shui Wai Hospital (TSWH)**.

1



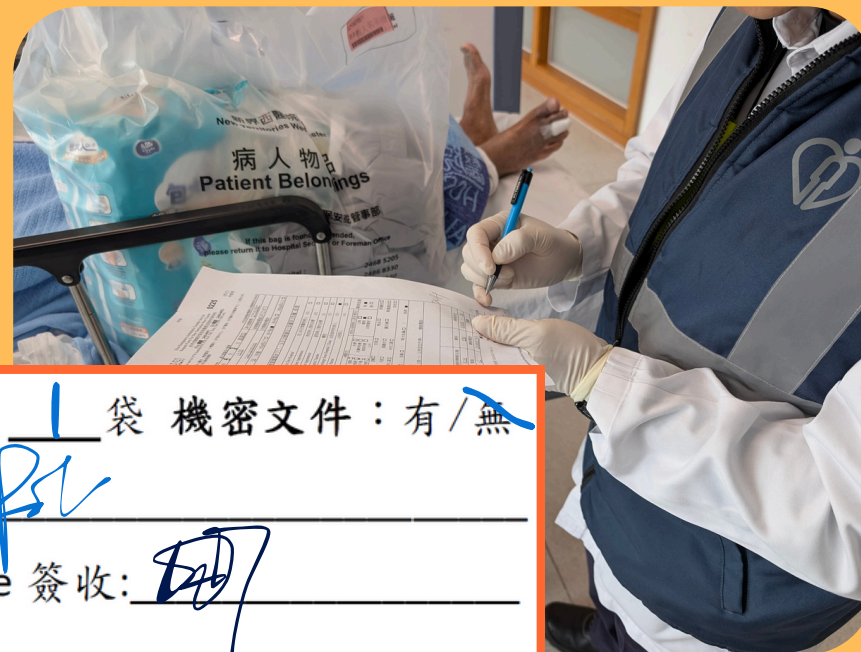
病人物品袋： 1 袋 機密文件：有/無 ☒ 無
Porter 簽收：_____
Waiting lounge 簽收：_____
NEATS 簽收：_____
病人物品接收人簽署：_____

2



病人物品袋： 1 袋 機密文件：有/無 ☒ 無
Porter 簽收： PSL
Waiting lounge 簽收：_____
NEATS 簽收：_____
病人物品接收人簽署：_____

3



病人物品袋： 1 袋 機密文件：有/無 ☒ 無
Porter 簽收： PSL
Waiting lounge 簽收： EDJ
NEATS 簽收：_____
病人物品接收人簽署：_____

4



病人物品袋： 1 袋 機密文件：有/無 ☒ 無
Porter 簽收： PSL
Waiting lounge 簽收： EDJ
NEATS 簽收： PSL
病人物品接收人簽署：_____

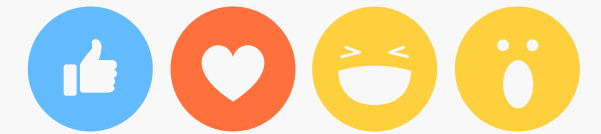
5



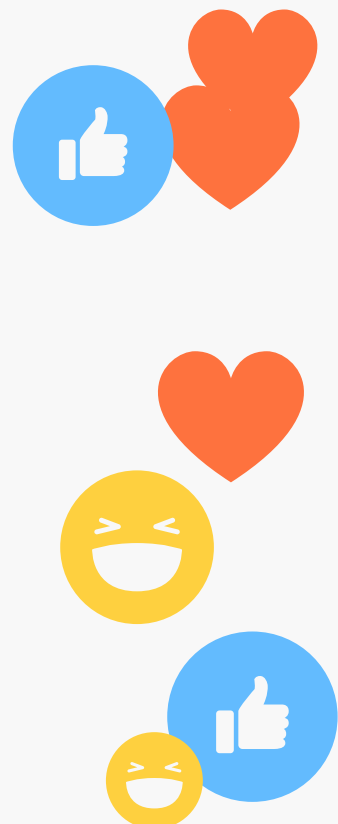
病人物品袋： 1 袋 機密文件：有/無 ☒ 無
Porter 簽收： PSL
Waiting lounge 簽收： EDJ
NEATS 簽收： PSL
病人物品接收人簽署： PSL



Result & Outcome



- All clinical departments from POH & TSWH provided feedback
- Feedback collected from ward staff in September 2024 indicated **positive responses** regarding ease of use and security.



seal up tape is
strong enough
to prevent of
exposure

Clear
handover
with
signature

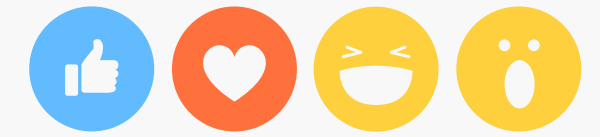
inner pocket is
better

Handover
mechanism
is **good**

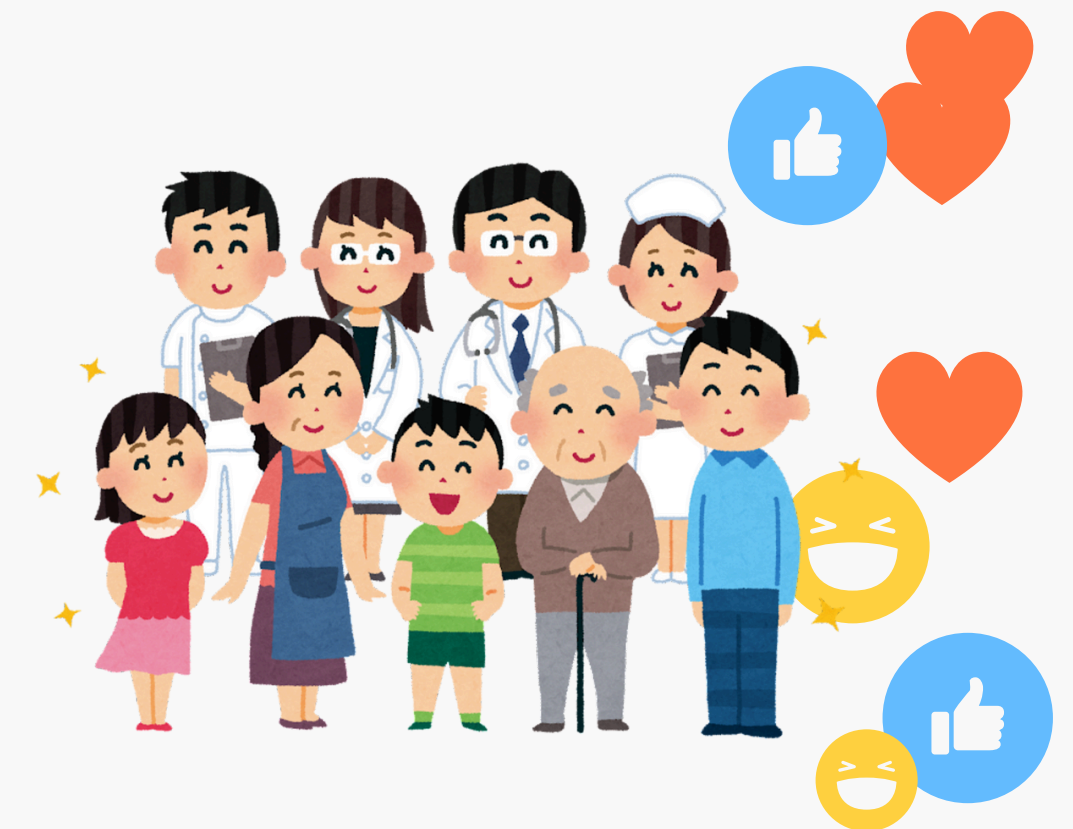
preprinted opaque pocket is
useful to prevent exposing
patient's information

more space
to store
patient
belongings

Result & Outcome



- All of them agreed the inner bag was **easy to use** and could be **securely sealed up** to prevent documents loss.
- The alert message with pink colour background also served as a **protective cover** to **prevent exposure of patient data** during transfers.
- The structured handover mechanism was implemented in NTW cluster since 4 Nov 2024.



Way forward

Minor modifications to the bag's printing and tape materials will be implemented. The final version is set to be rolled out across the NTW cluster in April 2025.



Thank You

- All clinical departments of POH & TSWH
- Portering and NEATS staff of NTWC
- Dr. L M HAU Dr, NTWC SD(Q&S) / TMH Visiting Doctor(M&G)
- Ms. Queenie LEUNG, NTWC CGM(N) / TMH GM(N)
- Mr. M S LAM, POH/TSWH GM(N)
- Ms. Bonnie WONG, NTWC CM(Q&S)
- Mr. Ronald YAM, NTWC CM(HI)/ISPO
- Mr. Chris CHAN, NTWC HM(P&MM)
- Ms. Judy CHEUNG, NTWC CII(P&MM)
- Ms. Jennifer LAM, NTWC M(Q&S)
- Ms. Phoebe HUNG, NTWC Officer(Q&S)
- Ms. Anna WONG, NTWC EA(Q&S)

