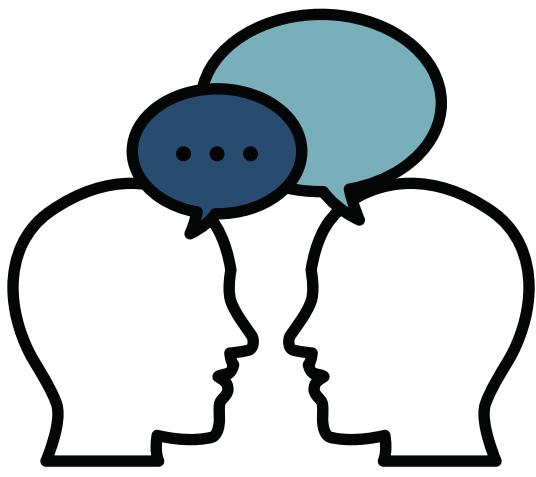


# Spoken Communication of Patient Information



## Be mindful of your voice level

- talk quietly
- find a private area to talk
- avoid using patient identifiers

## Limit the amount of patient information you share to the minimum necessary



- When leaving a voicemail for a patient, disclose only your name, UConn Health location, and callback number

- The minimum necessary rule does not apply when communicating with the patient or another provider for treatment purposes

## Verify who you are speaking with when a patient calls



- ask the caller for at least two (2) patient identifiers in addition to the callers name and compare the identifiers provided to the patient record

## Do not discuss protected health information (PHI) in public areas

- this includes elevators, restrooms, cafeterias, and reception areas