What it Means to be a Confidential Patient

This handout explains what it means to be a confidential patient and what you need to know if you choose this option.

When you are a patient at University Hospital, there may be times that you do not want anyone to know that you are here. For this reason, we offer you choices to protect your privacy. You may choose:
- No visitors (NV),
- No phone calls (NT),
- No visitors and no phone calls (NN),
- Confidential (CF). This means your presence will not be shared with the public.

Reasons to be Confidential
- You do not want people to know you are in the hospital
- You do not feel safe
- You were a victim of a crime
- You were involved with a crime

Choosing to be Confidential
If you choose to be confidential, your name is flagged in the computer, and your name will not be posted in any public area or at the nurse’s station. If someone calls and asks about you or what room you are in, staff will tell them, “I have no record of that patient being in our hospital.” Any mail, gifts, and flowers that are sent to you while you are in the hospital will also be returned to the sender. Hospital staff strictly honor patient requests to be confidential.

Visitors
If there are certain people that you would like to visit you, you must tell them your room number and phone number. If you wish to have one primary visitor parking pass issued to your primary visitor, you must call Guest Services at (608) 263-8591 and ask for the pass. Guest Services will bring the parking pass to your room. Your name will not be listed on the pass. Even though you may allow certain people to call or visit, the hospital staff will still treat you as a confidential patient and deny that you are here, even to these select people.

Removing Confidential Status
If you decide at any time that do not wish to be a confidential patient, your status will be changed in our records. At that point we would tell people who call or visit your room number and phone number.