

Chaperone Policy & Procedure

Sacramento Colon & Rectal Surgery Medical Group

Providing a comfortable and considerate experience during examinations for both the physician and the patient affords a respectful patient visit while maintaining privacy and dignity. Providing appropriate gown, privacy for undressing, sensitive use of positioning and draping, and full explanation of what to expect during the examination before proceeding are part of ensuring a positive experience. A staff chaperone (medical assistant) is part of ensuring a positive experience for the patient during medical exams and will be required for all such exams and other indicated patient-physician interactions as identified during patient visits. This policy outlines the process for ensuring respect for privacy and dignity during medical exams while having a staff chaperone present during such exams and whenever a situation presents itself to consider a staff chaperone.

- All patients will be informed of the policy to include a staff chaperone for medical exams. If a patient refuses a staff chaperone be present, the exam will be postponed and discussion will ensue to identify the reason for refusal. There may be times when two physicians are acceptable to a patient rather than a staff chaperone.
- A staff chaperone is required for all medical exams whether the patient is male or female or the physician is male or female. Chaperones are required regardless of patient or physician gender).
- Cultural considerations may warrant exception to staff chaperone vs. family chaperone. This should be evaluated on a case-by-case basis.
- A family member is not an acceptable chaperone but may be present at the request of the patient.
- A parent or guardian will always be present for medical exams of an infant, toddler, or child. A staff chaperone will also be present.
- Patient positioning is to be carried out with support of both staff and physician.
- The presence of the staff chaperone will be documented in the medical record including staff name as evidence of a chaperone being present.
- If a staff chaperone is not available for an indicated exam, the exam is not to occur and may require rescheduling if there are staffing issues or other barriers to allow for a staff chaperone.
- Staff chaperones will uphold professional standards of privacy and confidentiality.
- All patient consults will be completed in exam rooms. A private conversation with the patient without the chaperone present is acceptable to respect patient privacy.

PRINT NAME:_____

SIGNATURE:_____

DATE:_____