

Precise Clinic – Privacy and Dignity Policy for Service Users

Policy Name: Privacy and Dignity Policy for Service Users

Service Name: Precise Clinics

Author: Gr Gracia Mwimba

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1. Policy Purpose

The purpose of this policy is to ensure that all service users at Precise Clinic are treated with dignity, respect, and compassion throughout their diagnostic and post-diagnostic journey. This includes the delivery of comprehensive clinical reports and holistic post-diagnostic care, including medical prescriptions, provided by our highly experienced clinicians.

This policy outlines the standards required to protect privacy, uphold confidentiality, and promote person-centred care in line with Healthcare Improvement Scotland (HIS) regulations and Scottish legal requirements.

2. Scope

This policy applies to:

- Clinical and administrative staff
- Management and supervisors
- Temporary, agency, and contracted staff
- Students and volunteers
- Any individual providing care or support on behalf of Precise Clinic

It covers all interactions with service users, including assessments, report delivery, post-diagnostic care, and digital communication.

3. Policy Objectives

Precise Clinic aims to:

- Protect the privacy, dignity, and autonomy of all service users

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- Ensure confidentiality during assessments, report preparation, and follow-up care
- Provide person-centred support throughout the diagnostic and post-diagnostic process
- Ensure compliance with HIS standards, GDPR, and Scottish confidentiality laws
- Maintain safe, respectful, and private environments for clinical care
- Ensure staff understand their responsibilities in safeguarding privacy and dignity

4. Principles of Privacy and Dignity

Precise Clinic adopts the following principles:

4.1 Respect During Diagnostic and Post-Diagnostic Care

- Service users will receive their comprehensive clinical report in a private, confidential setting
- Holistic post-diagnostic care, including medical prescription, will be delivered with sensitivity and respect
- Clinicians will explain findings, recommendations, and treatment options clearly and compassionately

4.2 Personal Space and Modesty

- Consultations and examinations will take place in private rooms
- Staff will knock and wait before entering
- Only essential personnel will be present during assessments

4.3 Confidentiality and Information Privacy

- All clinical reports, assessments, and prescriptions will be stored securely
- Sensitive discussions will not occur in public areas
- Digital communications will use secure, encrypted systems

4.4 Person-Centred Communication

- Clinicians will ensure service users understand their diagnosis, report content, and treatment plan
- Staff will use preferred names, pronouns, and communication styles
- Service users will be encouraged to ask questions and express preferences

4.5 Choice, Control, and Autonomy

- Service users may choose whether to have a chaperone present

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- Consent will be obtained before any assessment or treatment
- Service users may decline or withdraw consent at any time

4.6 Cultural, Religious, and Personal Preferences

- Staff will respect cultural or religious requirements related to privacy
- Gender-appropriate clinicians will be offered where possible
- Reasonable adjustments will be made to support individual needs

5. Protecting Privacy Throughout the Care Journey

5.1 During Assessments

- Assessments will be conducted in private, quiet rooms
- Sensitive questions will be asked respectfully and only when necessary
- Service users will be given time and space to respond

5.2 During Report Delivery

- Comprehensive diagnostic reports will be shared confidentially
- Clinicians will ensure the environment supports privacy and dignity
- Service users may request a support person to be present

5.3 During Post-Diagnostic Care

- Holistic care plans, including medical prescriptions, will be discussed privately
- Clinicians will explain medication options, benefits, and risks clearly
- Follow-up appointments will respect confidentiality and personal preferences

5.4 Remote and Digital Care

- Remote consultations will be conducted in secure, private settings
- Staff will ensure no unauthorised individuals can overhear or view information
- Electronic reports and prescriptions will be transmitted securely

6. Staff Responsibilities

All staff must:

- Treat every service user with dignity and respect
- Protect confidentiality at all times

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- Maintain professional boundaries
- Ensure privacy during assessments, report discussions, and treatment planning
- Report any breaches of privacy or dignity immediately
- Follow clinic procedures for consent, chaperones, and information handling

7. Information Governance and Confidentiality

Precise Clinic will:

- Store diagnostic reports, prescriptions, and clinical notes securely
- Restrict access to authorised staff only
- Ensure staff complete data protection training
- Follow GDPR and Scottish data protection legislation
- Investigate any confidentiality breaches promptly

8. Supporting Vulnerable Service Users

Precise Clinic recognises that some individuals may require additional support, including:

- Children and young people
- Adults with cognitive or communication difficulties
- Individuals with disabilities
- Those experiencing distress, trauma, or safeguarding concerns

Staff must take extra care to ensure these service users feel safe, respected, and empowered.

9. Complaints and Concerns

Service users may raise concerns if they feel their privacy or dignity has not been respected.

Precise Clinic will:

- Provide clear information on how to make a complaint
- Handle concerns sensitively and confidentially
- Investigate issues promptly
- Implement improvements where required

10. Staff Training Requirements

All staff must complete training on:

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- Privacy and dignity standards
- Person-centred communication
- Consent and chaperone procedures
- Data protection and confidentiality
- Equality, diversity, and inclusion

Training will be refreshed annually or when regulations change.

11. Record Keeping

Precise Clinic will maintain:

- Records of consent and chaperone use
- Documentation of privacy-related incidents or complaints
- Staff training logs
- Information governance audits

Records will be stored securely and retained according to clinic policy.

12. Review Cycle

This policy will be reviewed annually or sooner if required due to:

- Changes in HIS standards or legislation
- Feedback from service users or staff
- Findings from audits or incident reviews