

# POLICY MANUAL

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**Subject:** Patient Rights to Privacy      **Effective Date:** 1/91  
(Visitation, Telephone, Mail)

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**Initiated By:** Mike Todd      **Approved By:** James B. Moore  
Clinical Director      Chief Executive Officer  
Randy Lea  
QI Coordinator

**Review Dates:** 2/95 CSF, 2/97 CSF      **Revision Dates:** 12/93 CSF; 01/06 CSF  
11/99 CSF, 12/02 CSF, 02/09 DNF, 05/09 BLA  
01/10 Committee, 02/11 Committee  
10/12 Committee, 2/14 Committee

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## POLICY:

Cumberland Heights respects the privacy of the individual by prohibiting the opening and reading of other people's mail. Additionally, patients are allowed to speak privately with family members and/or significant others via telephone and during visitation (as defined by individual program statement) unless program staff have determined that such communication would have a non-therapeutic impact on the individual patient or the patient community. Any such restrictions are reviewed on a weekly basis by the clinical team with documentation as to the reasons for continuing the restriction or that the restriction has been lifted

## PROCEDURES

1. Each program shall have a written statement that outlines the guidelines for receiving and sending mail that guarantees patients' right to privacy and protects the patient population from contraband that may be included in such correspondence.
2. Each program shall have a written statement that outlines the guidelines for telephone use during the course of treatment.
3. Each program shall have a written statement that outlines the guidelines for visitation with family members and/or significant others.
4. Patients shall be informed of the program statements regarding the receipt and sending of mail, telephone usage and visitation during the admission process or program orientation.