

MEDICAL CHAPERONE EDUCATION



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DEFINITIONS

A **chaperone** is a trained observer who serves as a witness during sensitive medical examinations. They serve as a witness to what occurred during the examination and verify what happened at the bedside - this includes the actions of the person conducting the exam and the words that are said. They report any conduct that was unusual during the exam.

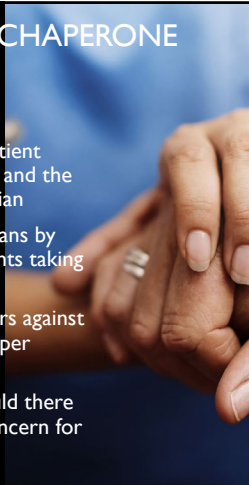
A **sensitive exam** is an examination or procedure that may include exposure of breast, genital and/or rectal areas, regardless of age or gender. This includes physical contact examinations and visual distance examinations.



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THE PRESENCE OF A CHAPERONE DURING A SENSITIVE EXAMINATION

- Provides reassurance to the patient about the content of the exam and the professional intent of the clinician
- Provides support for the clinicians by serving as a witness to the events taking place
- Provides protection to providers against unfounded allegations of improper behavior
- The chaperone can clarify should there be any misunderstanding or concern for misconduct



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POLICY STATEMENTS

Chaperones are required to be offered for all sensitive exams and their presence documented in the patient's EMR by either the provider, nurse, or scribe

If the patient has decision-making capacity, they can decline a chaperone. However:

- The provider conducting the exam can choose not to proceed if the patient declines
- The provider may request another professional perform the exam or suggest the exam be rescheduled

If the patient declines, it must be documented in the EMR by either the provider, nurse, or scribe

If the exam or treatment is emergent, life/limb saving procedures will not be delayed in order to obtain a chaperone.



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Review the [Chaperones for Sensitive Exams - ADM102](#) policy.

WHO CAN SERVE AS A CHAPERONE?

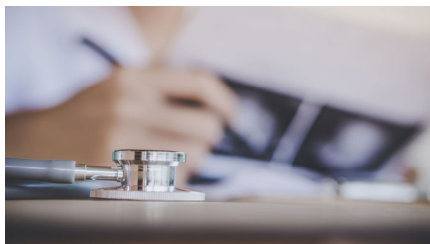
A workforce member who holds an active certification and has completed this training such as:

- CNA, CMA
- RN, LPN
- APP, CRNA
- Medical Students

MD/DOs may serve as a chaperone with or without completing this training

If the patient or their representative asks for a chaperone of certain gender, we should make all attempts to meet that request

NOTE: A personal friend or family member of the patient may NOT serve as a chaperone. If the patient requests their presence, a chaperone is still required



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THE EXAM

Sensitive examinations occur across many settings – the ED, inpatient environment, ambulatory clinics, and imaging sites. The role of the chaperone is to be a witness for both the patient and the medical team member on what happened at the bedside.

The chaperone must be in the exam room when the exam/procedure starts.

The health care professional performing the sensitive examination should explain to the patient:

- the examination or procedure being performed
- the reason for the examination or procedure
- what the patient might experience during the examination or procedure
- the purpose of having a chaperone present

The provider performing the exam should introduce the chaperone to the patient and ensure the patient is covered as much as possible throughout the duration of the exam.

The chaperone must maintain a clear and unobstructed view of the exam.

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PATIENT PRIVACY AND DIGNITY

Chaperones must:

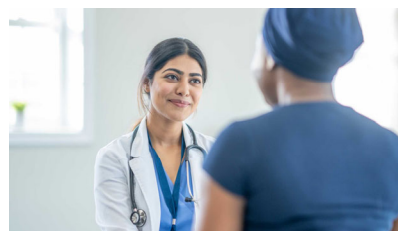
- Always follow MLH code of conduct and uphold patient privacy and confidentiality
- Remain professional
- Refrain from commenting, making jokes, or telling stories during the exam
- Not leave the room or use a personal device while chaperoning a sensitive exam



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REPORTING INAPPROPRIATE BEHAVIOR

- If you notice gross misconduct, you have the right to stop the exam and ask the provider to leave the room with you
- All healthcare workers who witness patient abuse or inappropriate comments or harassment by the provider must report it immediately
 - Report concerns to your supervisor, charge nurse, or another trusted leader in your department. You may also notify Human Resources or the Compliance Officer.
 - MLH prohibits retaliation against individuals who file a complaint



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THANK YOU

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