


<p><b>Name of Policy:</b> Care of Patient Belongings and Valuables</p> <p><b>Policy Number:</b> 3364-100-50-25</p> <p><b>Approving Officer:</b> Chief Medical Officer</p> <p><b>Responsible Agent:</b> Chief Executive Officer</p> <p><b>Scope:</b> The University of Toledo Medical Center</p>	 <p><b>Effective date:</b> 06/01/2021</p> <p>Initial Effective Date: March 20, 2009</p>
<input type="checkbox"/> New policy proposal	<input type="checkbox"/> Minor/technical revision of existing policy
<input type="checkbox"/> Major revision of existing policy	<input checked="" type="checkbox"/> Reaffirmation of existing policy

(A) Policy Statement

The patient or family will be informed during registration that The University of Toledo Medical Center (UTMC) cannot be responsible for loss of personal belongings. Valuables/money, home medications and unnecessary clothing should be sent home. If personal belongings are left with the patient, UTMC must exercise care in handling and storing of these items. Belongings left after the patient has been discharged from UTMC will be handled according to this procedure.

(B) Purpose of Policy

To provide procedures to effectively track the personal belongings of patients and for handling the belongings if left at UTMC following patient discharge.

(C) Procedure

(1) Inpatients:

(a) When admitted:

(i) Any patient belongings and valuables that are not sent home are noted and itemized on the Patient Belongings Inventory form that will be kept with the patient’s medical record.

(a) The patient is encouraged to place valuables in a valuables envelope for deposit in the Health Science Campus Security (“HSC Security”) safe. The receipt from the envelope is given to the patient to be used as a “claim ticket” when he/she wishes to remove the items. A sticker will be placed on the outer cover of the chart to indicate that there is a valuables envelope in the Police safe as well as a notation in the medical record.

(b) Patient clothing and other belongings not being worn or used are placed in a belonging bag(s) with a patient identification sticker and stored in the patient’s wardrobe cabinet or secure location.

(ii) Any home medications will be sent home with family. If home medications remain, they are delivered to the Pharmacy for safekeeping and kept according to Pharmacy Policy #3364-133-34 (Medication Storage). A sticker will be placed on the outer cover of the chart to

indicate there are home medications stored in the Pharmacy, as well as a notation in the medical record.

- (b) When a patient is transferred to a critical care area, belongings (except for personal hygiene articles) should be sent home with the family. Any patient belongings and valuables that are not sent home will need to be inventoried and reconciled with the Patient Belongings Inventory form that will be kept with the patient's medical record. The nurse assigned to receive the transferring patient will sign the Patient Belongings Inventory form after the reconciliation has been completed.
  - (c) At the time of the transfer, the patient's nurse, on the transferring out unit, is responsible for checking the room, closet, cabinets, etc. for any patient belongings and sending them with the patient. If the patient arrives to the new unit without belongings, the receiving nurse must call the previous unit to check into the whereabouts of the patient's belongings.
  - (d) At the time of the discharge, the patient's nurse is responsible for checking the room, closet, cabinets, etc. for any patient belongings and sending them with the patient. At discharge, the Patient Belongings Inventory form is reviewed for the existence of any itemized items sent to Health Science Campus Security ("HSC Security") or Pharmacy.
  - (e) At the time of discharge, Hospital Security and/or Pharmacy will be notified, if they have a valuables envelope or medication under their control. Arrangements will need to be made to pick up any items.
  - (f) If personal belongings are found after a patient is discharged, the items will be bagged, dated, itemized (including location item(s) were found) then placed in a secure location within the department.
    - (i) The nursing unit director will assure that patient is contacted in a timely manner and take the responsibility (any cost will be charged to Nursing Administration) for the return of the belongings.
    - (ii) If the owner of the items can not be identified, the belongings will be taken to the Nursing Administration Office, where the bags will be collected and placed into their lost and found.
- (2) Outpatients:
- (a) Patients undergoing outpatient procedures/testing will be encouraged to leave their valuables at home or give the items to a family member to hold during the procedure/test. Any patient belongings and valuables that are not sent home are noted and itemized on the Patient Belongings Inventory form that will be kept with the patient's medical record.
  - (b) When the patient is ready to leave, staff will ask the patient if they have all of their belongings.
  - (c) If personal belongings are found after a patient leaves the department, the items will be bagged. The department manager completes an inventory sheet, which

includes a list of the items in the bag, patient's name and date. The sheet is attached to the bag and the bag is placed in a secure location within the department.

- (i) The department manager will assure that the patient is contacted in a timely manner and take the responsibility (any cost will be charged to Nursing Administration) for the return of the belongings.
- (ii) If the owner of the items cannot be identified the bag containing the belongings will be taken to the Nursing Administration Office and placed in their lost and found.

(3) Emergency Department (ED) Patients

- (a) If the owner of the items can not be identified, the belongings will be taken to the Nursing Administration Office, and placed in their lost and found.

(4) Ancillary Services

- (a) Health Science Campus Security ("HSC Security"): If a patient is discharged and their valuables envelope remains in the Health Science Campus Security ("HSC Security") safe, the nursing unit director is notified, who will then contact the patient to make arrangements to pick up the valuables. Any lost valuables or valuables envelopes that remain in the Health Science Campus Security ("HSC Security") safe 30 days after discharge will be taken to the Nursing Administration Office. Valuables are defined as cash, checks, money orders, ATM, credit, debit, gift cards, State issued ID cards, insurance cards, non-costume jewelry, electronics, telephones, iPods and personal prosthetic devices.
- (b) Pharmacy: If a patient is discharged and home medications remain in the safe, nursing will inform the patient or a family member that they will need to go to the Pharmacy to sign for and pick up the medications. Any home medications that remain in the safe 60 days after discharge will be disposed of according to Pharmacy policy.
- (c) Environmental Services: If items are found in a room during a terminal cleaning, Environmental Services will immediately take the items to the nurses' station and give them to the unit clerk, who will proceed as in Section (C)(1)(e) above.
- (d) Food & Nutrition Services: If patient belongings are found on returned patient food trays, Food & Nutrition Services will immediately return the item to the patient. If the patient cannot be identified, then the item is given to the unit clerk, who will proceed as in Section (C)(1)(e) above.
- (e) Transport Services: If patient belongings are left on or under a transport gurney or wheelchair, Transport Services will immediately return the item to the patient. If the patient cannot be identified, then the item is given to the unit clerk, who will proceed as in Section (C)(1)(e) above.
- (f) If neither the patient nor their unit can be identified, the Customer Care Center will be contacted and they will place the items in the lost and found.

- (5) Nursing Services Administration
  - (a) Items received will be placed in the lost and found secured area that will be under the control of Nursing Services Administration and catalogued by date received, description of items and the unit/department where the items were received from.
  - (b) Patients making inquiries of property left after discharge will first be referred to the unit from where they were discharged so see if the items are still on the unit. If the items are no longer on the unit, they will be referred to Nursing Services Administration at X-5003. Nursing Services Administration will then check the lost and found for the items.
  - (c) Items remaining in Nursing Services Administration lost and found secured area longer than 60 days from the date the items were received by the Nursing Services Administration will be handled as follows:
    - (i) Useable, clothing items can be donated to a charitable organization at the discretion of the Chief Nursing Officer or designee.
    - (ii) Toiletries and personal care items will be disposed of.
- (6) Any request for reimbursement of lost patient belongings will be referred to the Chief Nursing Officer or designee, who will follow Policy # 3364-100-50-24 (Reimbursement for Patient Property).

<p><b>Approved by:</b></p> <p><u>/s/</u> _____ <u>6/1/21</u>                  Michael Ellis, MD Date                  Chief Medical Officer</p> <p><i>Review: Nursing Administration                  Service Excellence Department</i></p>	<p><b>Review/Revision Date:</b>                  4/21/2009                  8/1/2011                  4/18/2013                  7/1/2015                  4/1/2020                  6/1/2021</p> <hr/> <p><b>Next Review Date:</b>                  6/1/2024</p>
<p>Policies Superseded by This Policy: IX 9-05</p>	