



PERCEPTIONS OF HOSPITALIZED PATIENTS TOWARDS NURSE S' PRACTICE OF CONFIDENTIALITY OF MEDICAL INFORMATION S AMONG PATIENTS IN OLABISI ONABANJO TEACHING HOSPITAL SAGAMU

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ABSTRACT

Keeping patients information confidential and developing a trusting and friendly relationship with patients are among the professional conduct nurses owe the patient, the wider society and the nursing profession itself. *This study:* elicit the perception of hospitalized patients about nurses confidentiality of medical information; examine if Nurses practice confidentiality of medical information in patients' care; and correlate the socio-demographic characteristics of patients with their level of perception about Nurses' practice of confidentiality of medical information. This study was carried out using descriptive research design to assess the Perception of hospitalized patients towards nurses' practice of confidentiality of Medical information. The design help to described specific phenomenon and find relationship among variable discussed. The study targeted at the patient on hospitalization in all wards and special unit of at Olabisi Onabanjo University Teaching Hospital Sagamu. Not – probability sampling technique and Yamane's Formula was used to select 86 respondents from the two hospitals. The items of the questionnaire was derived from research objectives and a test and pre – test method was done to measure level of consistency of the instrument used and ensure reliability. *The findings revealed that* about 93% of the hospitalized patients have high level of perception toward nurses' confidentiality. *The study showed* about 64% of the hospitalized patients proved that Nurses practice of confidentiality toward medical information in patients' care at Olabisi Onabanjo University Teaching Hospital Sagamu. It was concluded that about 93% of the hospitalized patients affirmed high perception towards nurses' practice of confidentiality of medical information at Olabisi Onabanjo University Teaching Hospital Sagamu. The study recommended that Nurses should ensure patients confidentiality and maintain patient comfort-ability and satisfaction with nursing care to the extent they will feel at home during the period of hospitalization.

KEYWORDS: Confidentiality, Information, Nurses, Patient, Perception.

INTRODUCTION

Keeping patients information confidential and developing a trusting and friendly relationship with patients are among the professional conduct nurses owe the patient, the wider society and the nursing profession itself. Patients information is not to be shared with a third party unless the court permits otherwise or in the instance of public, patient and the medical profession interest. Professional conduct refers to the manner in which a person behaves while acting in a professional capacity.

According to the Nursing and Midwifery Council of Nigeria, 2015, the nurse must keep information and

records of the client confidential except in consultation with other members of the health team to come up with suitable intervention strategies or in compliance with a court ruling or for protecting the consumer and public from danger.

A Nurse should also relate with a client in a professional manner only, know that all clients/patients have a right to receive information about their condition, be sensitive to the needs of clients/patients and respect the wishes of those who refuse or are unable to receive information about their conditions. Nurses face a particular challenge in respecting the confidentiality of patients in a world where information is quickly shared and where

information about illness can be sensitive. We have a duty of care towards patients. The duty includes maintaining privacy. Nurses do owe patients the responsibilities of keeping their medical Records confidential, maintaining environmental cleanliness and safety in the Health care settings, developing trusting and friendly relationships with the Patients and families and instructing the patient son possible effects of chosen Medical procedures amongst others.

Medicine today is practiced by healthcare teams formed not only by physicians, residents, and nursing staff, but also nursing assistants, orderlies, administrative personnel, and even students. Patients should be aware of the large number of people in hospitals who need to access their medical records to provide the best possible health care which consists in obtaining an accurate diagnosis, providing the appropriate treatment, as well as receiving the necessary training to do so. It is for this reason that hospital personnel are required to protect patient confidentiality. The patient should feel comfortable disclosing personal information to Nurses and asking them questions relating to their health care needs.

A study conducted in Uganda by Nankhunmi, (2010), found that patients perceptions about quality nursing care include; human right, receiving information, access to services as well as safety, privacy, respect, politeness, kindness and continuity to care.

Respect for confidentiality is important to safeguard the wellbeing of patients and ensure the confidence of society in the healthcare provider-patient relationship. Health information is not only based on objective observations, diagnoses and test results but also subjective impressions about the patient, their lifestyle, habits and recreational activities. The improper disclosure of such highly sensitive information could harm patients reputation and even personal humiliation. Breaches of confidentiality in clinical practice due to carelessness, indiscretion, or sometimes even maliciously, jeopardize a duty inherent in the provider – patient relationship (Beltran-Aroca, et al., 2016).

STATEMENT OF THE PROBLEM

Confidentiality is the basis of the legal aspects of health records. It is the ethical corner stone of good treatment and it is indeed essential for establishing trust between nurses and patients. The quality of information shared with health care professional depends on their ability to keep it confidential, otherwise, the patient may withhold critical information which may affect the quality of the care provided. Confidentiality benefits patients by providing a secure environment in which they are most likely to seek medical care and to give a full and frank account of their illnesses. When they do it, it expresses respect for patients 'autonomy.

Researches from the patients 'perspectives have shown that patients share basic understanding of confidentiality as protection of information and are influenced by situational factors when deciding if nurses should breach confidentiality, they would be willing to divulge more information if Nurses take time to explain to them that their discussion is completely confidential. Health Information Management (HIM) professionals have as one of their major responsibilities the safe guard of confidentiality of patient health information as reflected in their code of ethics which states that: the health information management professionals should protect the confidentiality of patient's health record as mandated by the law, professional standards and the employers policies and should promote to others the tenets of confidentiality.

Chaka (2010), also emphasized that nurses attitude towards patients have great influence on patients perception of nursing care. It is not the only times nurses spent with patients that will determine patients perception of nursing care but also other factors such as confidentiality, adequate information's about their conditions and treatment. This could be supported by a study which was conducted in Nigeria where it was revealed that patients had lowest satisfaction with nursing care, attitudes, practices and types of information nurses gave them (Journal of Patient Experience,2018). Nurses attitudes towards patients have great influence on patients' perception on nurses' practice of confidentiality of Medical information. This study prompted the Researcher to write on the topic "Perception of hospitalized patients towards nurses' practice of confidentiality of Medical information.

OBJECTIVE OF THE STUDY

The main objectives of this study are

1. To elicit the perception of hospitalized patients about nurses confidentiality of medical information.
2. To examine if Nurses practice confidentiality of medical information in patients' care.
3. To correlate the socio-demographic characteristics of patients with their level of perception about Nurses' practice of confidentiality of medical information.

RESEARCH QUESTIONS

1. What is the perception of hospitalized patients towards nurses' confidentiality?
2. Do Nurses practice confidentiality of medical information in clients care?
3. Does the socio-demographic characteristics of patients have effect on their level of perception towards Nurses' practice of confidentiality of medical information?

METHODOLOGY

This study was carried out using descriptive research design to assess the perception of hospitalized patients towards nurses' practice of confidentiality of Medical information. The design help to described specific

phenomenon and find relationship among variable discussed. The study targeted at the patient on hospitalization in all wards and special unit of at Olabisi Onabanjo University Teaching Hospital Sagamu. Not – probability sampling technique and Yamane's Formula was used to select 86 respondents from the two hospitals. The items of the questionnaire was derived from research objectives. The questionnaire was showed to the supervisor who went through it to make necessary corrections. To ensure reliability, a test and pre – test method was done by administering the questionnaire to the people in Ijebu North-East LG at intervals with comprising of their responses in each case to measure level of consistency of the instrument used.

Covering letter was written to the managing director and head of nursing service within the hospital from the school and letter was assigned by the provost of the college. The researcher was introduced by the head of nursing service in each hospital. The purpose of study

was explained to the respondent and how to administer the instrument. The researcher and trained research assistants administered copy of the questionnaire to each respondent and same was retrieved back. Data was presented in tables, statistical package for social science (SPSS) soft ware was used to analyze data, the data collected was analyzed using descriptive and correlation method of data analysis. Frequencies and percentages was used as descriptors of the sample.

RESULTS

Data analysis and presentation of results

This chapter presents the results of the data analysis as an outcome of a research field. frequencies, percentage, table and bar graph while hypothesis was tested using inferential statistic (T-Test) at 0.05 level of significant were used to describe the study findings. All of 86 questionnaires distributed were retrieved and found suitable for entry and analysis.

Table 4.1: Showing the demographic data.

Variable	Frequency (n= 86)	Percent (%)
Age:		
18-23	8	9.3
24 – 28	12	14
29 – 33	23	26.7
34 and above	43	50
Mean 3.17±1.00		
Sex		
Male	67	22.1
Female	86	77.9
Marital Status:		
Single	10	11.6
Married	74	84.9
Divorcee	1	1.2
Widow	2	2.3
Occupation:		
Employed	17	19.8
Unemployed	40	46.5
Self-employed	29	33.7
Academic qualification:		
Primary	11	12.8
Secondary	55	64
Tertiary	20	23.3
No formal education	0	0
Religion:		
Islam	25	29.1
Christian	61	70.9
Ethnicity:		
Yoruba	76	88.4
Igbo	8	9.3
Hausa	1	1.2
Others	1	1.2

According to the table 4.1, the mean age of the patients is **3.17±1.00** years. About 9.3% of the patients belong to age category of 18 to 23 years, almost 14% of the respondents were in age 24 to 28 years, 26.7% of the participants were in age range of 29 to 33 years, while

50% of the patients were 34 years and above. This affirms that majority of the respondents sampled belong to age category of 34 years and above. About 22.1% of the hospitalized patients were male while exact 77.9% of the patients were female gender. This affirms that

majority of the respondents sampled were female gender. On marital status, exact 11.6% of the participants were single, almost 84.9% of the hospitalized patient were married, 1.2% of the respondents were Divorcee while 2.3% of the patients were widow. According to the table, 19.9% of the admitted patient were employed, 46.5% of the respondents were unemployed while 33.7% of the participant were self-employed. On the educational background of the patients, about 12.8% of the participants had leaving primary school certificate, about 64% of the out patients completed senior secondary

school, while exact 23.3% of the hospitalized patients have post secondary school certificate. The table depicted that, out of the total respondents, almost 70.9% of the patients were Christians while about 29.1% of the respondents were practicing Islamic region. On ethnicity, exact 88.4% of the patients were belong to Yoruba tribe, almost 1.2% of the participants were from Hausa ethnicity, about 9.3% of the respondents were Igbo while 1.2% of the admitted patients did not disclose their ethnicity identity in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

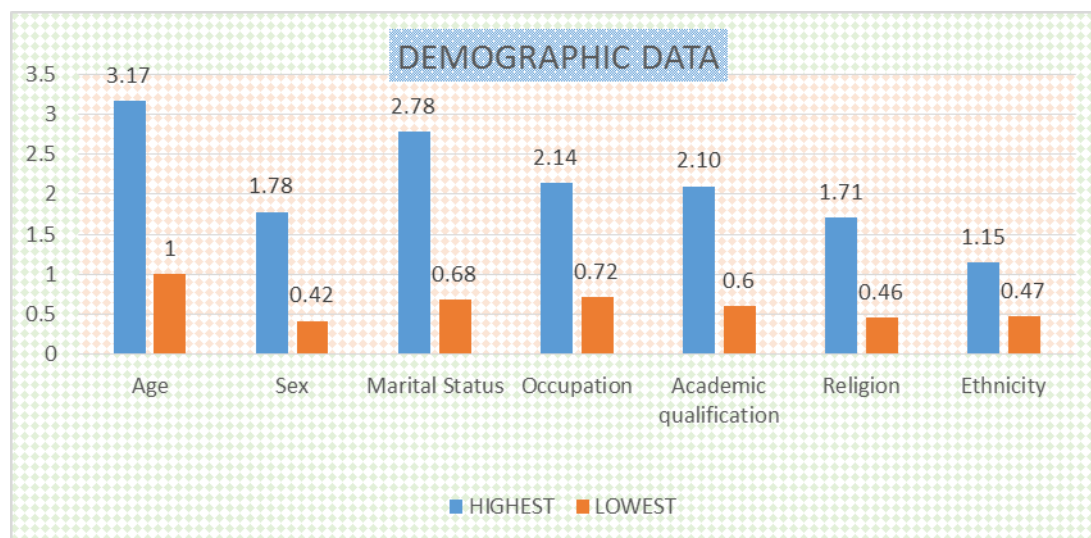


Figure 4.1: Demographic data.

In summary, the majority (50%) of the respondents sampled belong to age category of 34 years and above. exact 77.9% of the patients were female gender, almost 84.9% of the hospitalized patient were married, 46.5% of the respondents were unemployed, about 64% of the out

patients completed senior secondary school, almost 70.9% of the patients were Christians while exact 88.4% of the patients were belong to Yoruba tribe in Olabisi Onabanjo Teaching Hospital Sagamu.

Table 4.2: Percentage scores on perception of about nurse's confidentiality of medical information.

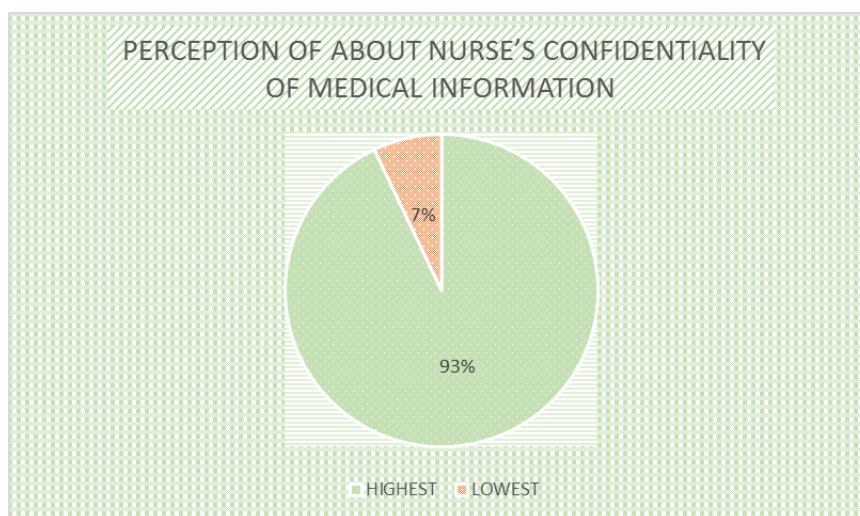
Variables	Frequency N = 86; Percentage (%); Highest Mean = 1.79			
Variables	Yes	No	Mean±SD	Rank
Do you agree that Nurses are the closest health workers to patient?	83(96.3)	3(3.5)	1.03±0.19	7 th
Do you believe that Nurses should know everything about the patient?	83(96.3)	3(3.5)	1.03±0.19	7 th
Should patients hide certain personal information from Nurse?	18(20.9)	68(79.1)	1.79±0.41	1 st
Should every information about patient be documented in his/her health records?	76(88.4)	10(11.6)	1.12±0.32	4 th
Should nurses engage in private talk with patients to know more about their medical condition	73(84.9)	13(15.1)	1.15±0.36	3 rd
Do you agree that resource should have unrestricted access to laboratory result of patients?	70(81.4)	16(18.6)	1.19±0.39	2 nd
Are Nurses friendly to patients on admission?	82(95.3)	4(4.7)	1.05±0.21	6 th
Do you support Nurses discussing with colleagues during handing and taking over procedure?	77(89.5)	9(10.5)	1.10±0.31	5 th

Table 4.2 depicts the perception of hospitalized patients about nurses confidentiality of medical information in Olabisi Onabanjo University Teaching Hospital Sagamu. About 96.3% of the patients claimed that Nurses are the

closest health workers to patient, while almost 96.3% of respondents stated that Nurses should know everything about the patient, nearly 79.1% of the participants disagreed that patients hide certain personal information

from Nurse, about 88.4% of the participant claimed that every information about patient be documented in his/her health records, about 84.9% of the patients proved that nurses should engage in private talk with patients to know more about their medical condition. Almost 81.4% of the respondents claimed that resource should have unrestricted access to laboratory result of patients. Also about 95.3% of the participants stated that Nurses are friendly to patients on admission and about 89.5% of the hospitalized patients proved that they support Nurses discussing with colleagues during handing and taking over procedure in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

It therefore concluded that the perception of hospitalized patients about nurses confidentiality of medical information are Nurses are friendly to patients on admission, they are the closest health workers to patient and they should know everything about the patient, nurses should engage in private talk with patients to know more about their medical condition and every information about patient be documented in his/her health records, they patient agreed that resource should have unrestricted access to laboratory result of patients and they support Nurses discussing with colleagues during handing and taking over procedure. However, most of the patients hide certain personal information from Nurse at Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.



Figures 4.2: Perception of hospitalized patients towards nurses' confidentiality.

As shown in Figure 4.2 above, about 93% of the hospitalized patients have high level of perception toward nurses' confidentiality while 7% of the hospitalized patients have low level of perception toward nurses' confidentiality at Olabisi Onabanjo University Teaching Hospital Sagamu.

For analysis purpose, **Excellent (E)**, and **Good (G)** were added together as **Agree** likewise, **Fair (F)**, and **Poor (P)** were added together as **Disagree** in interpretation of the Table below. For instance, if the addition of strongly agree, and agree above 50%, it means the respondents support the items but if otherwise, it means the respondents disagree with the items.

Table 4.3: Percentage scores on Nurses practice confidentiality of medical information in patients' care.

Variables	Frequency N = 86; Percentage (%); Highest Mean = 1.99					
Variables	E	G	F	P	Mean±SD	Rank
1) In overall, how do you perceive the interaction between nurses and patients in admission?	67(77.9)	15(17.4)	3(3.5)	1(1.2)	1.28±0.59	5 th
2) Nurses manner of communication to patients on admission	23(26.7)	56(65.1)	7(8.1)	0(0)	1.81±0.56	3 rd
3) The ways Nurses feel empathetical to patients' condition	27(31.4)	39(45.3)	18(20.9)	2(2.3)	1.94±0.79	2 nd
4) Interaction between Nurses and patients relatives	21(24.4)	49(57)	12(14)	4(4.7)	1.99±0.76	1 st
5) Nurses behavior during handing over and taking over	30(34.9)	44(51.2)	10(11.6)	2(2.3)	1.81±0.73	3 rd
6) Channel of communication among health workers	56(65.1)	23(26.7)	7(8.1)	0(0)	1.43±0.64	4 th

Table 4.3 depicts the Nurses practice confidentiality of medical informations in patients' care in Olabisi Onabanjo University Teaching Hospital Sagamu. About

77.9% of patients perceive excellent interaction between nurses and patients on admission while 65.1% of respondents claimed that nurses are not always aware of

their needs, almost 81.9% of the participants maintained that Nurses have good manner of communication to patients on admission, about 31.4% of the respondents proved that the ways Nurses feel empathically to patients' condition are excellent while about 45.3% of the respondents stated that the ways Nurses feel empathically to patients' condition are good. about 57% of the participant agreed that interaction between Nurses and patients relatives are always good, about 51.2% of the respondents stated that the Nurses behavior during handing over and taking over are good while exact 65.1% of the patients stated that channel of communication among health workers are excellent in

Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

It therefore concluded that the practice of confidentiality of medical information in patients' care among nurses are excellent through the excellent ways Nurses feel empathically to patients' condition and Nurses manner of communication to patients on admission is always good, the patient maintained that the interaction between Nurses and patients relatives are always goods and Nurses behavior during handing over and taking over are excellent, also the channel of communication among health workers are excellent in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

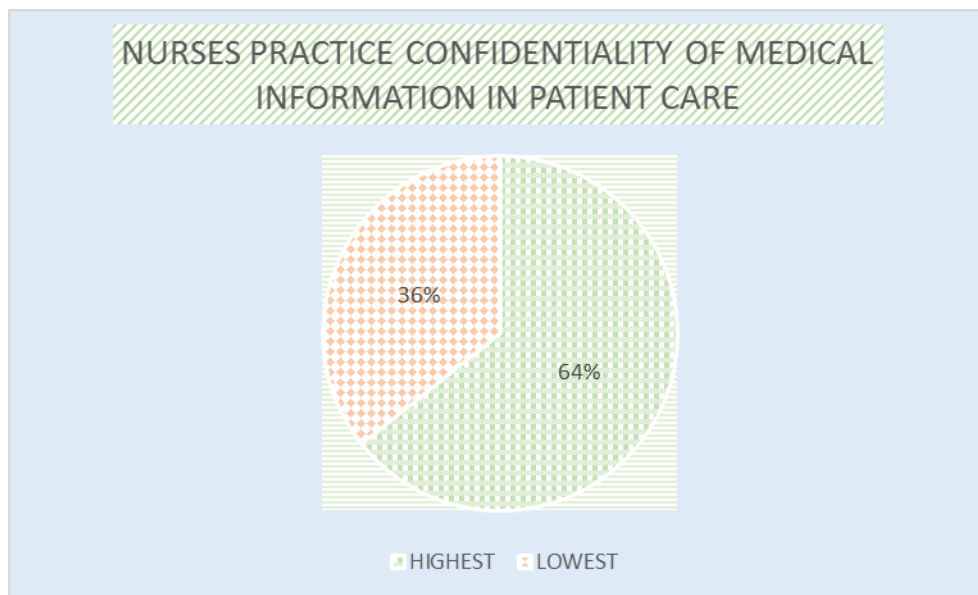


Figure 4.3: Nurses practice confidentiality of medical information in patients' care.

As shown in Figure 4.2 above, about 64% of the hospitalized patients proved that Nurses practice of confidentiality toward medical information in patients' care while 36% of the hospitalized patients showed that

Nurses have low practice toward confidentiality of medical information in patients' care at Olabisi Onabanjo University Teaching Hospital Sagamu.

Table 4.4: Percentage scores on perception towards Nurses' practice of confidentiality of medical information.

Variables	Frequency N = 86; Percentage (%); Highest Mean = 1.99			
	Yes	No	Mean±SD	Rank
Have you heard any bad comment about your condition in the ward?	1(1.2)	85(98.8)	1.99±0.11	1 st
Have you heard anything bad about you condition from you relatives	1(1.2)	85(98.8)	1.99±0.11	1 st
Do you see negative change in attitude of your relative towards you?	3(3.5)	83(96.5)	1.97±0.19	2 nd
Do the Nurses respect you dignity in talking to you?	77(89.5)	9(10.5)	1.10±0.31	8 th
Have you discussed top secret about your conditions with Nurses	37(43)	49(57)	1.57±0.50	6 th
In your own opinion, do you think Nurses are generally loose with medical information	6(7)	80(93)	1.93±0.26	4 th
Have you been embarrassed because of your condition by any Nurse	5(5.8)	81(94.2)	1.94±0.24	3 rd
Do Nurses use to discuss your condition with your relatives?	70(81.4)	16(18.6)	1.19±0.39	7 th
Do Nurses allow visitors to be in the ward during handing and taking over procedure?	8(9.3)	78(90.7)	1.91±0.29	5 th

Table 4.4 depicts the socio–demographic characteristics of patients with their level of perception about Nurses'

practice of confidentiality of medical information in Olabisi Onabanjo University Teaching Hospital Sagamu.

About 96.3% of the patients claimed that they have not heard any bad comment about their condition in the ward, while almost 98.8% of respondents stated that they have not heard anything bad about their condition from their relatives, nearly 96.5% of the participants proved that they have not seen negative change in attitude of their relative towards them, about 89.5% of the participant claimed that Nurses respect their dignity in talking to them, about 57% of the patients proved that they have not discussed top secret about their conditions with Nurses. Almost 93% of the respondents claimed that Nurses are not generally loose with medical information in their own opinion. Also about 94.2% of the participants stated that they have not been embarrassed because of their condition by any Nurse, almost 94.2% of the participants showed that Nurses use to discuss their condition with their relatives and about 90.7% of the hospitalized patients proved that Nurses do not allow visitors to be in the ward during handing and taking over

procedure in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

It therefore concluded that the perception about Nurses' practice of confidentiality of medical information among hospitalized patients are, Nurses do respect patients dignity when talking with them and Nurses are generally not loose with medical information, majority of the patient stated that they have not heard any bad comment about their condition in the ward and anything bad about their condition from their relatives, there is no negative change in attitude of relative towards patients despite Nurses use to discuss patients condition with their relatives. The patient also proved that they have not been embarrassed because of their condition by any Nurse and though they have not discussed top secret about their conditions with Nurses. However, Nurses do not allow visitors to be in the ward during handing and taking over procedure in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

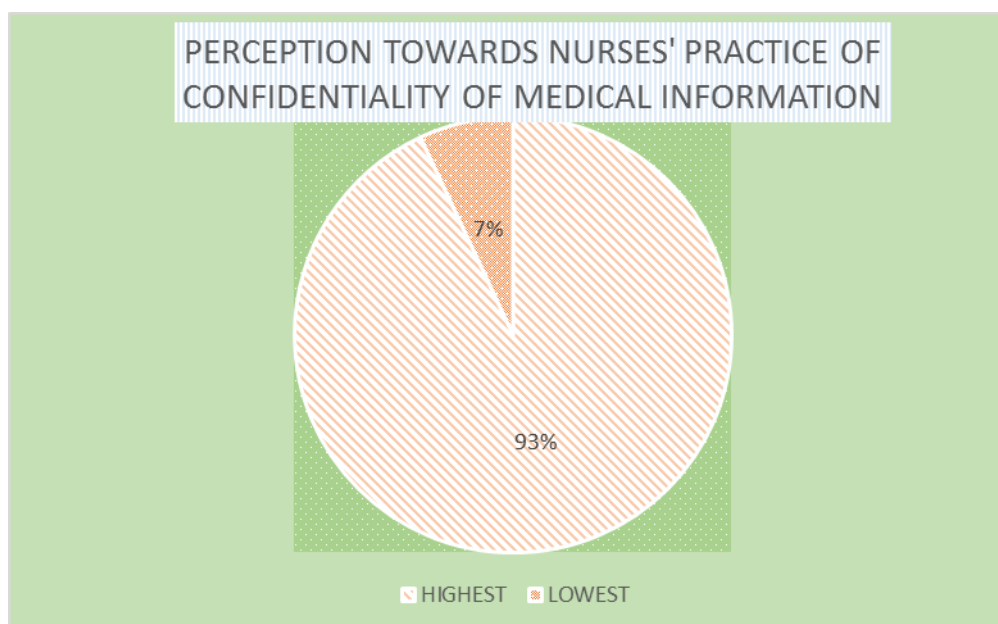


Figure 4.3: Perception Towards Nurses' Practice Toward Confidentiality of Medical Information.

About 93% of the hospitalized patients affirmed high perception towards nurses' practice of confidentiality of medical information while 7% of the hospitalized patients showed low perception towards nurses' practice of confidentiality of medical information at Olabisi Onabanjo University Teaching Hospital Sagamu.

Answering of Research Questions

Question 1: What is the perception of hospitalized patients towards nurses' confidentiality?

About 93% of the hospitalized patients have high level of perception toward nurses' confidentiality while 7% of the hospitalized patients have low level of perception toward nurses' confidentiality at Olabisi Onabanjo University Teaching Hospital Sagamu.

Question 2: Do Nurses practice confidentiality of medical informations in clients care?

The practice of confidentiality of medical information in patients' care among nurses are excellent through the excellent ways Nurses feel empathically to patients' condition and Nurses manner of communication to patients on admission is always good, the patient maintained that the interaction between Nurses and patients relatives are always goods and Nurses behavior during handing over and taking over are excellent, also the channel of communication among health workers are excellent in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

Question 3: Does the socio-demographic characteristics of patients have effect on their level of perception towards Nurses' practice of confidentiality of medical informations?

About 93% of the hospitalized patients affirmed high perception towards nurses' practice of confidentiality of medical information while 7% of the hospitalized patients showed low perception towards nurses' practice of confidentiality of medical information at Olabisi Onabanjo University Teaching Hospital Sagamu. This showed that the perception about Nurses' practice of confidentiality of medical information among hospitalized patients are, Nurses do respect patients dignity when talking with them and Nurses are generally not loose with medical information, majority of the patient stated that they have not heard any bad comment about their condition in the ward and anything bad about their condition from their relatives, there is no negative change in attitude of relative towards patients despite Nurses use to discuss patients condition with their relatives. The patient also proved that they have not been embarrassed because of their condition by any Nurse and though they have not discussed top secret about their conditions with Nurses. However, Nurses do not allow visitors to be in the ward during handing and taking over procedure in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

Discussion of the findings

Key Findings

About 93% of the hospitalized patients have high level of perception toward nurses' confidentiality while 7% of the hospitalized patients have low level of perception toward nurses' confidentiality at Olabisi Onabanjo University Teaching Hospital Sagamu. This showed that the perception of hospitalized patients about nurses confidentiality of medical information are Nurses are friendly to patients on admission, they are the closest health workers to patient and they should know everything about the patient, nurses should engage in private talk with patients to know more about their medical condition and every information about patient be documented in his/her health records, they patient agreed that resource should have unrestricted access to laboratory result of patients and they support Nurses discussing with colleagues during handing and taking over procedure. However, most of the patients hide certain personal information from Nurse at Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

About 64% of the hospitalized patients proved that Nurses practice of confidentiality toward medical information in patients' care while 36% of the hospitalized patients showed that Nurses have low practice toward confidentiality of medical information in patients' care at Olabisi Onabanjo University Teaching Hospital Sagamu. This showed that the practice of confidentiality of medical information in patients' care among nurses are excellent through the excellent ways

Nurses feel empathically to patients' condition and Nurses manner of communication to patients on admission is always good, the patient maintained that the interaction between Nurses and patients relatives are always goods and Nurses behavior during handing over and taking over are excellent, also the channel of communication among health workers are excellent in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

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Discussion of the findings and alignment with previous studies cited

This section gives detailed explanation of the various findings from the research questions as indicated from the study area.

About 93% of the hospitalized patients have high level of perception toward nurses' confidentiality while 7% of the hospitalized patients have low level of perception toward nurses' confidentiality at Olabisi Onabanjo University Teaching Hospital Sagamu. This showed that the perception of hospitalized patients about nurses confidentiality of medical information are Nurses are friendly to patients on admission, they are the closest health workers to patient and they should know everything about the patient, nurses should engage in private talk with patients to know more about their medical condition and every information about patient be documented in his/her health records, they patient agreed that resource should have unrestricted access to laboratory result of patients and they support Nurses discussing with colleagues during handing and taking over procedure. However, most of the patients hide certain personal information from Nurse at Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State. The study corroborates with the study carried out

by Courtenay and Carey, (2011) to determine the perception of hospitalized patient towards nurses' practice of confidentiality of health information's and the right to humanitarian researches, the result showed that most patients are apparently not familiar with nurses ethical obligation and their own legal right-to medical confidentiality. The purpose of patient rights, as a basic component of human rights, is to support patients and to strengthen them in social terms. The right to privacy and confidentiality, initially dealt with as a part of personal rights, has become a right in its own way over time, and is now recognized and guaranteed by many constitutions, laws, and international conventions, (Courtenay & Carey, 2011).

About 64% of the hospitalized patients proved that Nurses practice of confidentiality toward medical information in patients' care while 36% of the hospitalized patients showed that Nurses have low practice toward confidentiality of medical information in patients' care at Olabisi Onabanjo University Teaching Hospital Sagamu. This showed that the practice of confidentiality of medical information in patients' care among nurses are excellent through the excellent ways Nurses feel empathically to patients' condition and Nurses manner of communication to patients on admission is always good, the patient maintained that the interaction between Nurses and patients relatives are always goods and Nurses behavior during handing over and taking over are excellent, also the channel of communication among health workers are excellent in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State. This study opposed across-sectional study conducted by Eisenberg on 200 patients in Tehramin 2010 the result showed that 21% of the patient shad poor, 72% moderate and 7% good awareness about privacy and confidentiality. In this study, 152 patients (76.5%) of patients gave a correct definition of privacy, and 161 patients (80.5%) were aware of instances of privacy violation. In addition, a good level of awareness was found in 77patients (38.5%) in terms of nurses confidentiality, (Pamela, Susan, Jon and Nora, 2012).

About 93% of the hospitalized patients affirmed high perception towards nurses' practice of confidentiality of medical information while 7% of the hospitalized patients showed low perception towards nurses' practice of confidentiality of medical information at Olabisi Onabanjo University Teaching Hospital Sagamu. This showed that the perception about Nurses' practice of confidentiality of medical information among hospitalized patients are, Nurses do respect patients dignity when talking with them and Nurses are generally not loose with medical information, majority of the patient stated that they have not heard any bad comment about their condition in the ward and anything bad about their condition from their relatives, there is no negative change in attitude of relative towards patients despite Nurses use to discuss patients condition with their relatives. The patient also proved that they have not been

embarrassed because of their condition by any Nurse and though they have not discussed top secret about their conditions with Nurses. However, Nurses do not allow visitors to be in the ward during handing and taking over procedure in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State. This study was a study conducted by Muraleeswaran and Themika on 281 admitted patients in 2016, 136 (48.4%) were found in the age group of 21–30 years. Among all 154 (54.8%) participants had poor perception to Nurses' confidentiality of health informations. Patient's level of perception towards confidentiality was poor (54.7%) and ward where patients admitted, expectation of patients, occupation of patients and duration of hospital stay were significantly associated with patients' perception, (Alem, et al., 2019). The studies result highlight the necessity to inform patients about the ethical and legal issues related privacy and confidentiality, before or during admission.

Implication of the finding in reference to above literature support

About 93% of the hospitalized patients have high level of perception toward nurses' confidentiality while 7% of the hospitalized patients have low level of perception toward nurses' confidentiality at Olabisi Onabanjo University Teaching Hospital Sagamu. This study enhance, the image of Nursing Profession through behaviour modification providing quality nursing services that is consistent with patient's expectations while maintaining high ethical standard of nursing in hospitals.

This study showed that the perception about Nurses' practice of confidentiality of medical information among hospitalized patients are, Nurses do respect patients dignity when talking with them and Nurses are generally not loose with medical information, majority of the patient stated that they have not heard any bad comment about their condition in the ward and anything bad about their condition from their relatives, there is no negative change in attitude of relative towards patients despite Nurses use to discuss patients condition with their relatives. This create a trusting environment by respecting patient privacy which will serve to encourage patients to seek care and to be as honest as possible in sharing relevant health information during health care visits.

This study showed that the practice of confidentiality of medical information in patients' care among nurses are excellent through the excellent ways Nurses feel empathically to patients' condition and Nurses manner of communication to patients on admission is always good, the patient maintained that the interaction between Nurses and patients relatives are always goods and Nurses behavior during handing over and taking over are excellent, also the channel of communication among health workers are excellent in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State. This study also help to prevent stigmatizing conditions and

increase patients' willingness to seek care. The study will add to the body of knowledge of nursing discipline in the area of patient's satisfaction.

Summary

This study assessed the perceptions of hospitalized patients towards nurse's practice of confidentiality of medical information among patients in Olabisi Onabanjo Teaching Hospital Sagamu. The aims of the study are to: elicit the perception of hospitalized patients about nurses confidentiality of medical information; examine if Nurses practice confidentiality of medical information in patients' care; and correlate the socio-demographic characteristics of patients with their level of perception about Nurses' practice of confidentiality of medical information in Olabisi Onabanjo Teaching Hospital Sagamu. This study was carried out using descriptive research design to assess the perception of patients about nurses and nursing care services. The design help to described specific phenomenon and find relationship among variable discussed.

The items of the questionnaire was derived from research objectives and the questionnaire was showed to the supervisor who made necessary corrections. To ensure reliability, a test and pre – test method was done by administering the questionnaire to the people at intervals at fist distribution with comparison of their responses in each cases to measure level of consistency of the instrument used. Covering letter was written to the managing director and head of nursing service within the hospital from the school and letter was assigned by the provost of the college. The researcher was introduced by the head of nursing service in each hospital. The purpose of study was explained to the respondent and how to administer the instrument. The researcher and trained research assistants administered copy of the questionnaire to each respondent and same was retrieved back.

The results of the study were presented accordingly putting into consideration the research questions. Interpretations of the results were done, followed by the discussion of findings. Consequently, summary was given, conclusion was drawn, recommendations were made and limitations to the study were stated.

CONCLUSION

The study proved that about 93% of the hospitalized patients have high level of perception toward nurses' confidentiality while 7% of the hospitalized patients have low level of perception toward nurses' confidentiality at Olabisi Onabanjo University Teaching Hospital Sagamu. This showed that the perception of hospitalized patients about nurses confidentiality of medical information are Nurses are friendly to patients on admission, they are the closest health workers to patient and they should know everything about the patient, nurses should engage in private talk with patients to know more about their medical condition and every information about patient be

documented in his/her health records, they patient agreed that resource should have unrestricted access to laboratory result of patients and they support Nurses discussing with colleagues during handing and taking over procedure. However, most of the patients hide certain personal information from Nurse at Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

However, it concluded that about 64% of the hospitalized patients proved that Nurses practice of confidentiality toward medical information in patients' care while 36% of the hospitalized patients showed that Nurses have low practice toward confidentiality of medical information in patients' care at Olabisi Onabanjo University Teaching Hospital Sagamu. This showed that the practice of confidentiality of medical information in patients' care among nurses are excellent through the excellent ways Nurses feel empathically to patients' condition and Nurses manner of communication to patients on admission is always good, the patient maintained that the interaction between Nurses and patients relatives are always goods and Nurses behavior during handing over and taking over are excellent, also the channel of communication among health workers are excellent in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

More so, it concluded that about 93% of the hospitalized patients affirmed high perception towards nurses' practice of confidentiality of medical information while 7% of the hospitalized patients showed low perception towards nurses' practice of confidentiality of medical information at Olabisi Onabanjo University Teaching Hospital Sagamu. This showed that the perception about Nurses' practice of confidentiality of medical information among hospitalized patients are, Nurses do respect patients dignity when talking with them and Nurses are generally not loose with medical information, majority of the patient stated that they have not heard any bad comment about their condition in the ward and anything bad about their condition from their relatives, there is no negative change in attitude of relative towards patients despite Nurses use to discuss patients condition with their relatives. The patient also proved that they have not been embarrassed because of their condition by any Nurse and though they have not discussed top secret about their conditions with Nurses. However, Nurses do not allow visitors to be in the ward during handing and taking over procedure in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State.

Implication of the findings to nursing

About 93% of the hospitalized patients have high level of perception toward nurses' confidentiality while 7% of the hospitalized patients have low level of perception toward nurses' confidentiality at Olabisi Onabanjo University Teaching Hospital Sagamu. This study enhance, the image of Nursing Profession through behaviour modification providing quality nursing

services that is consistent with patient's expectations while maintaining high ethical standard of nursing in hospitals.

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This study showed that the practice of confidentiality of medical information in patients' care among nurses are excellent through the excellent ways Nurses feel empathically to patients' condition and Nurses manner of communication to patients on admission is always good, the patient maintained that the interaction between Nurses and patients relatives are always goods and Nurses behavior during handing over and taking over are excellent, also the channel of communication among health workers are excellent in Olabisi Onabanjo University Teaching Hospital Sagamu, Ogun State. This study also help to prevent stigmatizing conditions and increase patients' willingness to seek care. The study will add to the body of knowledge of nursing discipline in the area of patient's satisfaction.

Recommendations

Based on the outcomes of the findings analyzed, the following points are hereby recommended:

Nurses should always maintain patients confidentiality and prevent stigmatizing conditions among patients

Nurses should study the patient and listening to their complaints through verbal and nonverbal communication so they will always aware of patient satisfaction

Nurses should ensure patients confidentiality and maintain patient comfort-ability and satisfaction with nursing care to the extent they will feel at home during the period of hospitalization

Nurses should optimizing information management and communication within the nursing practice, nursing education, nursing administration and nursing research towards patients' confidentiality.

Recommendations for further study

This study should be carried out in different Nigerian institution both the private as well as government health institution with large sample size in order to affirmed perceptions of hospitalized patients towards nurse s' practice of confidentiality of medical information s among patients

Limitations of the study

The researcher had limited availability of fund to carry out the research work.

The researcher had a limited time for the study

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