

# Using Supportive Language to Ensure Client Confidentiality Pocket Card

Protecting client confidentiality is critical to delivering quality sexual and reproductive health services. To help clients feel safe to share sensitive information, use supportive language to talk about their right to privacy.

What is said here stays here...

... unless you tell us:

- You are being physically and/or sexually abused
- You are considering harming yourself or someone else
- Your safety, or the safety of those around you, is at risk

Then we have to contact someone for help.

It's okay to talk about sex, drugs, and your feelings.

When you talk, we will listen without judgment.

Spending time alone with clients provides a safe space for them to ask questions or discuss topics that may be uncomfortable for them. Explain to the client's loved one the importance of client time alone with the provider.

**To make sure that clients feel safe and comfortable, we always see them alone for a portion of their visit. This helps us best meet their needs.**

**Out of respect for our client's right to privacy, we always see the client first by themselves, and then come back to get friends and family.**

**We want clients to have time alone with their provider. This builds trust during what is typically a sensitive visit.**

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