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PURPOSE:

Open Door Community Health Centers (ODCHC) strives to provide safe, compassionate care to its patients. Positively identifying the patient can prevent patient misidentification which can lead to patient care errors. Misidentification of the patient can cause improper result reporting in a laboratory test, giving a patient the wrong medication, performing the wrong procedure on a patient, or providing the wrong information on a drug screen. This Policy will help eliminate some of the causes of patient misidentification.

POLICY:

No clinical intervention, collection of patient bodily fluids, blood sampling, administration of medication, X-rays or other imaging procedures, shall occur at any health center site without using a two identifier method to ensure the correct intervention is being performed on the correct patient.

PROCEDURE:

- Prior to specimen collection, procedure, treatment, or medication administration the Care Team shall confirm the identity of the patient by matching the information provided in the patient record with the patient's response by:
 - Asking the patient to verbally spell their last name and compare it to the record.
 - Asking the patient to verbally provide their date of birth (DOB).
 - If the patient is unable to offer either of these identifiers you may use:
 - Address
 - Phone number
 - Photo ID
 - If the patient is unable to provide the information, the designated caregiver will be responsible for patient identification.
- Do not ask "is your last name spelled..." or give the patient the date of birth and ask for confirmation.
- If the information provided does not match the information in the Health Center record do not proceed until the patient is correctly identified.
- Educate the patient as to the reason why you are taking these steps. It is for the patient's safety, to ensure we perform the correct intervention on the correct patient.

REFERENCES:

The Joint Commission, National Patient Safety Goals, January 2015

Centura Health. Patient Identification Policy, 03.2015

Ministry Medical Group Saint Michael's Hospital, Patient Identification and Specimen Labeling Policy, 03-2014

ASSOCIATED DOCUMENTS:

None

KEYWORD TAGS:

Identification, authentication, ID