

Photo Identification – Medication Administration and Nurse Collect Laboratory Specimens

This protocol does not apply to the [administration of blood/blood products](#) or collection of [Group and Screen specimens](#). See protocols.

Site Applicability

- St. Paul's Hospital (SPH) – All Acute Care and Ambulatory Services
- Mount St. Joseph (MSJ) – All Acute Care and Ambulatory Services
- Holy Family Rehabilitation Units
- St. Vincent's Langara – Alder Neuropsychiatry Unit
- Youville – Parkview Unit
- Community Dialysis Units

Practice Level

Basic Skill - RN, RPN, LPN and Unit Coordinators or Registration Clerks*

*Registration Clerks are ONLY responsible for the generation and application of an identification band.

Requirements

- All patients* are required to wear a legible patient identification band in:
 - Acute care
 - Surgical day care
 - Emergency; and
 - Ambulatory (only for specialized procedures as per unit/departamental standards)
- If a patient is unable to wear an identification band due to their clinical condition or treatment or if the patient refuses, an alternative method of identification must be sought.
- Digital images must not be stored on computer hard drives or memory devices. Digital images will not be kept on a computer or in any non- secure format. The image should be erased from the digital devices, inbox/outbox/ sent box on email accounts. If a camera is used only the internal memory of the camera is to be used.

*Patient includes resident/client

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Need to Know

Care that is documented in CST Cerner requires a patient identification band ('armband') with barcode. If a patient is unable to wear (e.g., burns, edema, or allergies) or refuses an identification band, a photograph and armband label will be created to support closed-loop sequencing for medication administration and specimen collection. This information will be placed in the patient's paper chartlet and brought to the bedside for correct identification prior to care or intervention. Appropriate safeguards must be put in place to protect privacy and confidentiality in these photographs. For details on correct patient identification see: [BCD -11-11-4002 – Patient Identification](#)

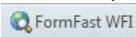
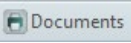
Equipment and Supplies

- PHC phone, digital camera or government-issued photo identification (e.g., driver's licence)
 - *Each clinical area/unit/department is responsible for appropriate use and storage of PHC approved devices used for patient photographs.*
- PHC computer
- PHC printer
- Chartlet

Procedure

All care team members are responsible for correct patient identification prior to care or intervention throughout the care continuum. Based on existing unit policies/practices and/or the limits of your professional role (RN/RPN/LPN, Unit Coordinator) complete the following steps:

Steps	Person Responsible
1. Obtain <i>verbal consent</i> from the patient to take the photograph or scan/copy government issued photo identification.	RN/RPN/LPN
2. Take a photograph of the patient using a <i>PHC approved device</i> (phone or digital camera) or scan/copy government issued photo identification (photo must be current and accurately reflect the patient's identity).	Unit Coordinator (primary) RN/RPN/LPN (secondary)
3. Print/Copy/Scan the patient's photo in colour (adjust photograph size as appropriate). <ul style="list-style-type: none"> a. The digital image may only be printed within a PHC facility. The printer must be located in a secure location to ensure privacy and confidentiality of patient information. b. <u>Delete photograph from the device</u> (phone or camera) and computer drive immediately after the photo is printed and/or scanned. 	Unit Coordinator (primary) RN/RPN/LPN (secondary)

4. Select the patient in Cerner/ electronic health record (EHR): <ul style="list-style-type: none"> a. Print a “<i>Photo Identification Record</i>” (Form # 7953-GF9618M) from FormFast. Click on the FormFast WFI tab  located under the toolbar in PowerChart. b. Print an <i>armband label</i> from Documents  in the PowerChart.¹ 	Unit Coordinator (primary) RN/RPN/LPN (secondary)
5. Attach the <i>patient’s photograph</i> and <i>armband label</i> (top right corner) to the <i>Photo Identification Record</i> (Appendix A). Complete additional information as required.	RN/RPN/LPN
6. Place the completed <i>Photo Identification Record</i> in the patient’s chartlet.	RN/RPN/LPN
7. <i>Document</i> in the patient’s EHR that a photograph was taken for the purpose of patient identification.	RN/RPN/LPN

Note: If the patient does not consent to have their picture taken and is unable to wear an identification band please affix a patient armband label to the facesheet. Facesheets are printed at admission and found in the patient chartlet. See [CST Cerner Help](#) for troubleshooting and printing labels.

Transfer

- If the patient is transferred at any time, the photograph will remain with the patient’s chartlet.

Discharge

- Photographs are not to be removed from the patient’s chartlet. These will be retained and scanned as part of the patient’s health record.

Photograph Updates

Updating patient photographs is only required if a patient remains unable or refuses to wear an identification band. If required photographs should be updated:

- **Acute:** on *admission* or when the patient’s appearance changes.
- **Ambulatory and Tertiary:** *annually* or when the patient’s appearance changes.

Use and Disclosure of Images

- See [B-00-11-10108 - Information Privacy & Confidentiality](#)

¹ See [Reprint Labels and Documents](#) – CST Cerner Help

Patient and Family Education

- Provide the patient and family with the rationale for taking/scanning their photograph and how it will be shared with the health care team. At a minimum the following information should be communicated to the patient and/or family:
 - Patient photographs are for your protection and will assist clinical staff in identifying you prior to care
 - Your photograph will be stored securely as part of your health record
 - Your photograph will only be shared with authorized staff

Related Documents

1. [B-00-11-10192 - Corporate Policy Patient Identification](#)
2. [BCD -11-11-4002 – Patient Identification](#)
3. [B-00-11-10209 – Identification of Clients Accessing Health Services](#)
4. [B-00-11-10108 - Information Privacy & Confidentiality](#)
5. [B-00-11-10120 - Managing Privacy Breaches](#)
6. [B-00-13-10218 - Type and Screen Sample Collection: Patient Identification, Specimen Collection and Labeling](#)
7. [B-00-12-10065 – Blood/Blood Product Administration](#)
8. [BCCNP Privacy and Confidentiality Standard for Registered Nurses and Nurse Practitioners](#)
9. [CST Cerner Help](#) (information/troubleshooting for printing forms/labels)

Definitions

- **“Chartlet”** refers to a file that contains any paper-based patient health information (e.g., legal forms) that cannot be entered into the electronic health record.
- **“Confidential Information”** means all information, other than personal information, that is specifically identified as confidential or is reasonably understood to be a confidential nature that staff receive or have access to through PHC.
- **“Device”** means an asset that remotely connects to and accesses corporate information and resources. This includes, but is not limited to, smartphones (e.g. BlackBerry’s, Android devices, and iPhones), tablets, laptops, computers or PDAs.
- **Electronic Health Record (EHR)** means collective electronic medical records of a patient or a population of patients.
- **“Email”** or **“Electronic Mail”** means messages sent and received electronically using VCH or PHC IT facilities. Attachments to emails are considered part of the email.
- **“Family”** or **“Family Member”** is defined by the Patient . When the Patient is unable to define family, the Patient’s next of kin or substitute decision maker provides the definition. Family members are the people who provide the primary physical, psychological, or emotional support for the patient or resident. Family is not necessarily blood relatives.
- **“Patient”** refers to anyone receiving care or services from PHC.

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- **“Personal Information”** means any information about an identifiable individual including, but not limited to: clients, patients, residents, volunteers, students, staff, physicians, or members of the public. Personal information does not include business contact information, such as a person's title, business telephone number, business address, email or facsimile number. Personal information can include financial identifying information, such as a credit card, social insurance, bank account numbers or similar information that identifies an individual's financial account or record.
- **“Staff”** means all employees (including management and leadership), medical staff (including physicians, midwives, dentists and nurse practitioners), residents, fellows and trainees, health care professionals, students, volunteers, contractors, researchers and other service providers engaged by PHC.

Appendix A

PHOTO IDENTIFICATION RECORD



PHOTO IDENTIFICATION RECORD

Place Patient Label Here

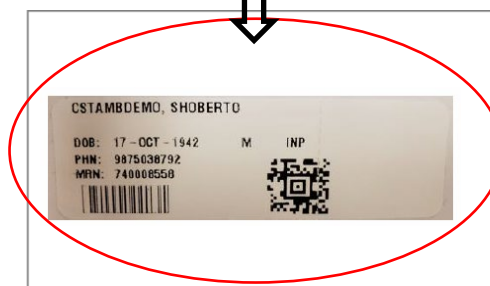


Diagram illustrating the placement of the patient label on the form. The label contains the following information:

CSTAMBDEMO, SHOBERTO

DOB: 17-OCT-1942 IM INP

PHN: 9875038792

MRN: 740006550

The label also features a QR code and a barcode.

NAME: _____

ROOM: _____

Place photograph here

Sample only - do not use

RESIDENTIAL CARE

Meals taken in:

- ☐ Dining Room
☐ Room

Diabetic:

- ☐ Yes ☐ No

Medication:

- ☐ Whole
☐ Crushed in _____

Preferred drink:

SPECIAL NEEDS/INSTRUCTIONS:

Initial Effective Date:	07-NOV-2019
Posted Date:	13-OCT-2021
Last Revised:	13-OCT-2021
Last Reviewed:	
Approved By:	PHC
	Professional Practice Standards Committee
Owners:	PHC
	Professional Practice