

Crosstown Clinic: Client Photograph

Site Applicability:
PHC Crosstown Clinic
Scope:
Basic skill: Clinical Assistant Support Workers (CASW), Medical Office Assistant (MOA)
Requirements:
In areas where photographs are used as an approved identifier, a picture will be taken on moving-in/first visit and labelled with the client's name. Pictures will be updated annually or when the client's appearance changes
Equipment and Supplies
Providence Health Care (PHC) digital camera PHC computer Microsoft Office photo editing software Opiate Assisted Treatment (OAT) database

Procedures:**Steps and documentation**

1. An annual date (October) is picked to update all clients' photographs.
2. Clinic Assistant or other designated staff must update every active client photograph annually or if client's appearance changes.
3. Ask client for their full name and a date of birth when updating their picture for verification purposes.
4. All photos will be taken with a secure PHC digital camera.
5. Upload the image onto a PHC computer, and save with Last and First Name for file title (e.g. doe_john_photo).
6. Using Microsoft photo editing software, edit the image as needed, e.g. rotation and size adjustment.
7. Resize the image to 25%, cropped and **save as .gif** format only.
8. Upload image into OAT database in Patient Registration. Click on the button next to the image file directory, find the image stored in your computer in **.gif** format and upload it to OAT. Click the "SAVE" button when the photo appear on registration screen.
9. When you click the SAVE button, a pop-up window will appear asking you to confirm you want to save, click SAVE again.
10. Change **Upload date** manually underneath the picture with the date the picture was taken as DD-MON-YYYY (e.g. 11-JUN-2022).

Note: If client does not consent to have picture taken, then non descriptive picture must be placed in order to activate profile. Client must be aware that DOB and Full Name are to be provided every time during medication administration, provision and/or dispensing.

Related Documents:

[BCD-11-11-40002](#) – Patient-Client-Resident Identification (policy)



APPROVALS			
Patient Care Manager			Nov 22 2023
Professional Practice Standards Committee			Nov 22 2023
DEVELOPERS/OWNER			
Nurse Educator			Nov 22 2023
REVISION HISTORY			
Revision#	Description of Changes	Prepared by	Effective Date
00	Initial Release		Dec 10, 2018
01	Revision		Nov 22 2023