

WHITING FORENSIC HOSPITAL OPERATIONAL PROCEDURE MANUAL

SECTION I:	PATIENT FOCUSED FUNCTIONS
CHAPTER 2:	Provision of Care, Treatment and Services
PROCEDURE 2.35:	Patient Identification
REVISED:	
Governing Body Approval:	March 9, 2018

PURPOSE: Whiting Forensic Hospital (WFH) has established a procedure to ensure correct identification of patients prior to the performance of all medical and treatment procedures.

SCOPE: All WFH staff

POLICY:

In order to improve the accuracy of patient identification at critical junctions in a patient's hospital stay, reduce patient care-related errors, and to improve the effectiveness of communication among caregivers, WFH has implemented a patient identification system consisting of two different identifiers that are utilized when providing care, treatment, or services to the patient.

PROCEDURE:

I. First method of identification: At the time of admission, the designated staff person creates a digital image (photograph) of the patient. The digital photograph is stored in a secured limited access file on the hospital network.

Hospital personnel produce two pictures of the patient. One is placed in the medication kardex and the other is placed in the medical record. For patients who are supervised by the Psychiatric Security Review Board (PSRB), hospital personnel produce an additional picture for the identification packets on those patients, which are used during trips outside the hospital.

The WFH Police produce picture identification cards for patients who participate in activities in the Page Hall Treatment Mall and for patients who have grounds privileges. The picture identification card contains the patient's picture, full name, and date of birth and MPI number.

Picture identification cards are provided for designated patients in the Dutcher Service.

Hospital staff are not authorized to produce additional images (without the patient's permission), except for use in an emergency, i.e., elopement, unconsciousness, or serious injury.

II. Second method of identification: The patient's name and date of birth are recorded in the hospital record.

III. Verification of identification at critical points of care:

The patient's photograph is used for visual identification.

The second identifier is obtained by asking the patient his/her name. If a patient has refused to have his/her picture taken, an acceptable alternative for a second identifier is to ask the patient his/her date of birth. If the patient is unable to state name and/or date of birth, two staff who know the individual shall identify the patient.

Hospital staff will identify the correct patient by using the two forms of identification as described above whenever: medication is administered; vital signs, Accuchecks, or diagnostic and laboratory studies are obtained; or special diet trays are served. Dietary Services generates printed meal tickets for all patients receiving diet trays. *The paper tickets contain two patient identifiers, including patient name and date of birth.*

IV. Annual assessment of photograph: Annually, at the treatment planning meeting, treatment staff members evaluate the patient's picture. If the picture does not resemble the patient any longer, staff arranges to have the patient's picture retaken and replaced in the kardex, medical record, picture identification cards, and/or other places the photo is required.

V. Discharge procedures: A unit treatment staff member informs the admission coordinator, medical records department and agency police when a patient is discharged.

On the unit, nursing staff members ensure that the patient's picture is filed with the record at the time of discharge. All other copies of the patient's picture are destroyed.

VI. Patient Education: At the time of admission and annually, the patient is educated about the

following: the rationale for the patient identification system; the patient's role in cooperating with the system; the circumstances under which such identifiers are utilized; and how the hospital disposes of such identifiers when the patient is discharged. This education will include:

- Photographs will be used for identification purposes only;
- Photographs will not be released without written authorization, except in cases where mandated by law, and to emergency personnel;
- Following discharge, the printed photograph will be maintained with the medical record, and the digitalized image will be deleted from the hospital computer.