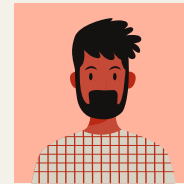
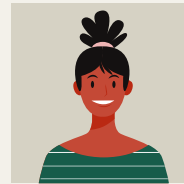
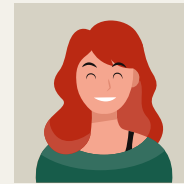
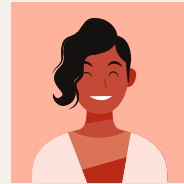
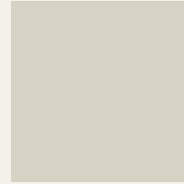
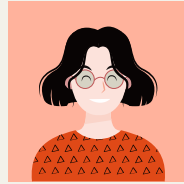
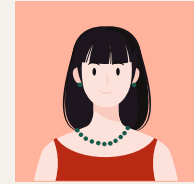
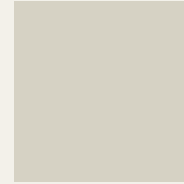
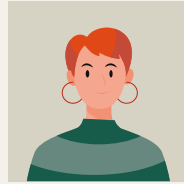


Client Identification Policy

Two Client Identifiers

Privacy Unit, NTHSSA



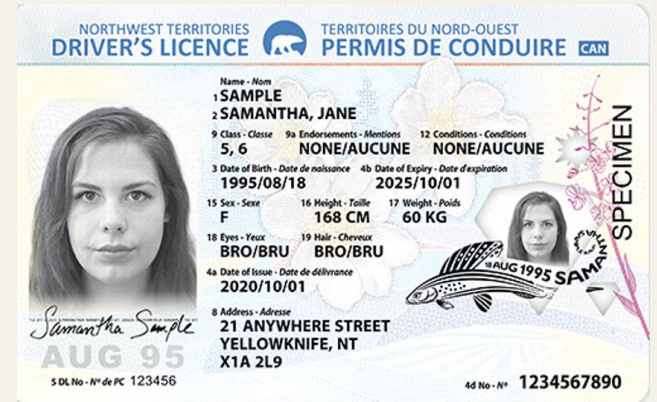
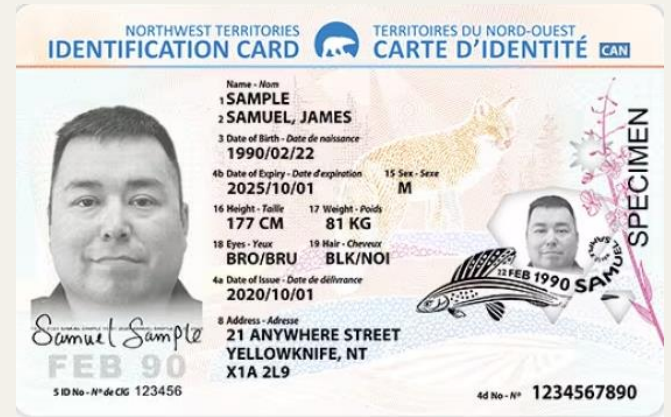
Privacy Awareness Month

- The Privacy Month is dedicated to raising awareness on ensuring the confidentiality and privacy of the client's Personal Health Information (PHI) and / or Personal Information (PI).
- Protecting the privacy and maintaining the confidentiality of clients' information is not just our ethical responsibility, but also, a duty as healthcare professionals.
- Privacy Unit is promoting privacy principles, practices, safeguards, and tools to increase awareness as per legislated privacy obligations when handling clients' PI and PHI.
- Each employee plays a crucial role in ensuring our clients feel safe and secure knowing that their PHI is treated with utmost care and confidentiality.



What is Client Identification

- **Client identification** is the process of accurately verifying and confirming the identity of the client seeking services.
- This involves using specific, reliable identifiers (e.g., First and last name, DOB, HCN) to ensure the client is accurately represented in documentation and interactions.



Purpose of Client Identification

Client Identification is a foundational practice to deliver safe, effective, and patient-centered care

To properly identify each client

Maintain Continuity of Documentation

Enhance Patient Safety

Confidentiality and Privacy

Enable Clear Communication

Importance of Client Identifiers

- **Protects Patient Confidentiality**

A clear identification policy ensures that Personal Health Information (PHI) is only accessed by authorized individuals and linked to the correct patients' records, reducing the risk of information breaches or unauthorized disclosures.

- **Enhances Data Privacy**

By mandating specific identifiers, a policy prevents misidentification that could expose one patient's information to another, thereby maintaining strict data privacy protocols.

- **Accurate Documentation and Continuity of Care:**

Accurate client identification allows consistent documentation for effective care coordination.

- **Supports Patient Safety**

Misidentification can lead to incorrect treatment or medication errors; a robust identification policy minimizes this risk, ensuring safe and appropriate care.

- **Builds Trust in Healthcare Services**

Patients are more likely to trust and engage with healthcare services when they know that their information is handled with respect and confidentiality, fostering a stronger provider-patient relationship.



Types of Identifiers

Note:

A minimum of two identifiers should match before proceeding.

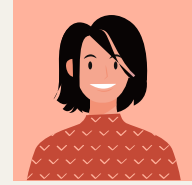
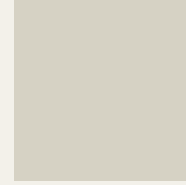
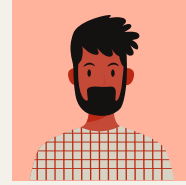
Acceptable Identifiers

- Client's Full legal name (first, middle and last name)
- DOB
- HCN
- Unique patient ID number (Health Care Number)
- An accurate photograph that includes client identifiers such as a drivers license, passport or other government issued photo identification cards.

Unacceptable Identifiers

- A client's room number
- A home address without confirming the address with the client or family or substitute decision maker.
- Facial recognition in acute care.

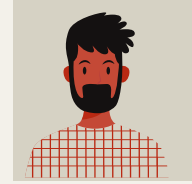
When to apply the policy



During the patient registration



Before administering medications or treatments



Prior to collecting blood or other bodily specimens/samples



Before surgeries or procedures.

Unconscious/No Identification

In emergency situations: Treatments and procedures will not be denied.

Immediate: Look for physical identification and personal belongings. e.g; phone, wallet

Witness/family: Contact nearby individuals who may know the person, bystanders or family members.

Public Record: If the patient was found in a public place, public record or social media can be used to help identify.

Data base: Check with law enforcement, finger printing, EMS, dental records or other healthcare facilities

Assign a Temporary Identifier e.g. John Doe, DOB:11-01-1950 and provide care under Temporary ID. Temporary wristbands are provided for easy identification and monitoring.

Begin the identification process and update records when identification is verified.

Newborn Identification

The parent/guardian/substitute decision-maker and a healthcare provider, or two healthcare providers are required to be present to confirm newborn client identification using two of the following:

- Newborn identification band on mother and infant
- Sex of the newborn and date of birth
- Sex of the newborn and hospital chart number.



What Happens When Client Identification Policy Is **Not** Followed

Privacy Breach



Wrong Patient Data: Scanning and linking a client's information in wrong patient's electronic medical record (EMR).

Medication Errors: Prescription/ administering the wrong medication/wrong dosage.

Improper Treatment: Wrong site surgeries or wrong procedure being performed.

Unauthorized access: Unauthorized access to client's confidential health information.

Breach of confidentiality: Clients records are incorrectly linked, unauthorized access to sensitive information e.g. psychological evaluations, genetic test results, substance and alcohol abuse history violates confidentiality.

Wrong patient discharge: Risk of discharging the wrong patient or transferring them to another facility.

Identity theft and fraud: Wrong documentation increase the risk of identity theft.

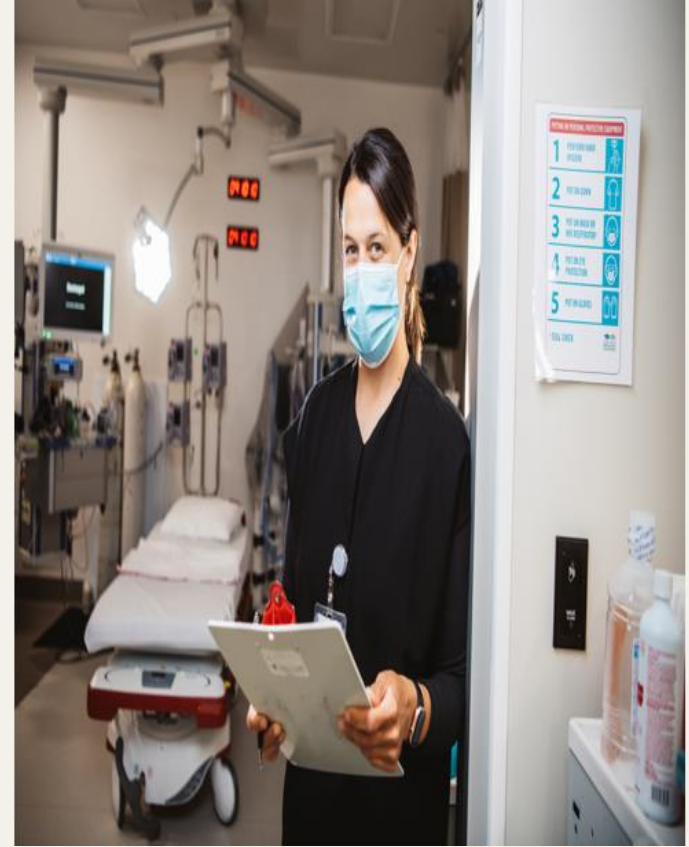
Delayed or incorrect diagnosis: Physician rely on wrong information when making decision based on wrong document or delayed treatments.

Scenario #1

you are tasked to administer a medication to a patient. You confirmed their first and last name, DOB. Just as you're about to administer the medication to the patient you notice that there is other patients on the unit with same first and last name and date of birth.

What should you do next? What identifiers do you use to accurately ID the patient?

- Double check the patient's unique client identifier, such as their Health Care Number (HCN)
- Assume the patient is correct and proceed with the medication
- Leave the room and ask a colleague to assist.



Scenario #2

You are a Medical Laboratory Technologist that is about to draw blood from a patient. The patient says their name is John Smith, but you have two patients with that name on your floor?

What should you do next? What identifiers should you use to accurately verify the patient's identity before initiating any services?

- a. Verify the patient's DOB, HCN and confirm it matches the records
- b. Draw blood anyway, as they stated their name
- c. Skip the identification process since John Smith is a common name



Scenario #3

You encounter a patient who is unconscious or otherwise unable to verbally confirm their identity. What alternative steps should you take to ensure you have the correct patient before providing care?

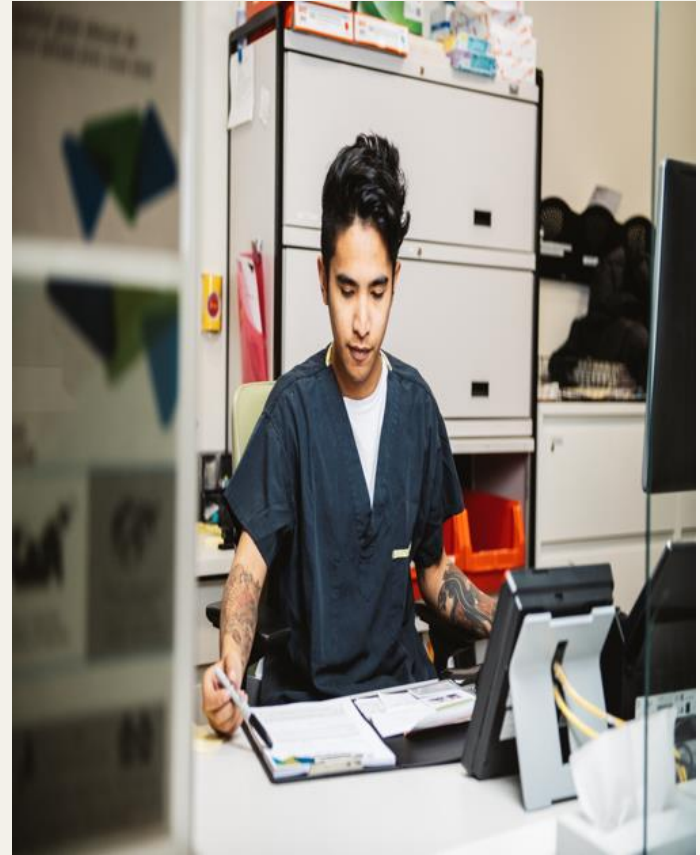
- Skip the identification process since the patient is unable to respond and provide urgent care immediately.
- Administer care based on the assumption that the patient is the person you were expecting to see and double-check the identity afterward.
- Check the patient's ID bracelet, verify with their medical records or electronic health records, ask family or friends (if present), and consult with other healthcare staff for additional verification.
- Wait until the patient regains consciousness to confirm their identity.



Scenario #4

You have two patients in adjoining rooms with the same first and last names. As you enter the room to perform a procedure, you realize that the patient looks unfamiliar. What steps would you take to verify the patient's identity? How might it impact patients' safety and privacy?

- a. Pause and confirm both the patient's date of birth and HCN before performing procedure to prevent wrong clients receiving procedure .
- b. Continue with the procedure, assuming it's the correct patient.
- c. Check with a colleague who knows the patient personally.



Answers

1. a

2. a

3. c

4. a

Remember

- Client identification **must** be confirmed at every interaction to ensure that clients received the services or procedures intended for them, including telephone consultations and virtual appointments.
- We must maintain professionalism and integrity, upholding ethical standards in protecting clients' PI and PHI.



Thank you