

## AH1400 – Patient, Client and Resident Identification

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Däkelh Dené, Ktunaxa, Nlaka’pamux, Secwépemc, St’át’imc, syilx, and Tsilhqot’in Nations, where we live, learn, collaborate and work together.

Interior Health recognizes that diversity in the workplace shapes values, attitudes, expectations, perception of self and others and in turn impacts behaviors in the workplace. The dimensions of a diverse workplace includes the protected characteristics under the human rights code of: race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical disability, mental disability, sex, sexual orientation, gender identity or expression, age, criminal or summary conviction unrelated to employment.

### 1.0 PURPOSE

To promote safe and high-quality care by verifying the identity of all Patients, Residents and Clients prior to the provision of any services, treatments, or procedures.

NOTE: This policy does not apply to newborns – See [AH1600](#) – Identification of Newborns.

### 2.0 DEFINITIONS

TERM	DEFINITION
<i>Family</i>	<i>Includes anyone connected to a patient, client, or resident by blood, law, or emotion, such as relatives, partners, friends, and supporters. The individual defines who is considered Family and can include or exclude members as they choose.</i>
<i>Staff</i>	<i>Means all employees (including management and leadership), medical staff members (including physicians, midwives, dentists and nurse practitioners) residents, fellows and trainees, health care professionals, students, volunteers, contractors, researchers and other service providers.</i>

### 3.0 POLICY

3.1 This policy applies to all:

- 3.1.1 Interior Health (IH) Staff working in IH facilities and services where any type of care intervention is provided, including virtual care.
- 3.1.2 Patients, Clients and Residents registered with IH including those registered as an unknown patient due to an emergent situation where the name of the individual cannot be verified.

Policy Sponsor: Vice President, Human Resources & Professional Practice	1 of 3
Policy Steward: Chief Nursing & Allied Health Officer, Professional Practice Office	
Date Approved: April 2025	Date(s) Reviewed-r/Revised-R:
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- 3.2 Patient, Client, Resident identification must be completed:
- Prior to the provision of all care and treatment
  - Prior to the administration of any medication
  - During the verification of orders
  - For all transitions in care such as admission, transfer, or discharge including transfer to other care facilities

- 3.3 All Patients, Clients and Residents must be correctly identified using at least two of the accepted identifiers:
- Full name (first and last)
  - Medical Record Number (MRN)
  - Personal Health Number (PHN)
  - Date of birth
  - Encounter number, Chart number or other administrative identifiers (as applicable)
  - Photograph with patient, client, resident identifiers attached
  - Facial recognition – only permitted in continuing care settings where Staff are familiar with the Patient, Client or Resident
  - Address verified by the Patient, Client or Resident or Family

Note: Accepted identifiers do NOT include room numbers or labels on equipment or clothing.

Identifiers are to be checked during interaction with the Patient, Client, Resident and/or Family.

- 3.4 In settings where identification bands are utilized, a minimum of two of the accepted identifiers must be included on the identification bands.
- 3.5 In the event of two or more Patients, Clients or Residents with the same or similar name on the same unit or receiving care from the same team, ensure:
- At least one of the identifiers is unique (not name or date of birth), and
  - The care team follows established processes to alert Staff to the potential risk.

### 4.0 PROCEDURES

- 4.1 All Staff must explain to Patients, Clients and Residents and/or Family the importance of correct identification to safely match care interventions to the right individual.
- 4.2 All Staff identify Patients, Clients and Residents using two accepted identifiers prior to provision of care.

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- 4.3 Any errors regarding Patient, Client, Resident misidentification are to be addressed immediately per established processes dependent on the nature of the error.
- 4.4 When no longer required by the Patient, Client or Resident, objects containing identification information will be securely disposed by the Staff following established processes.

### 5.0 REFERENCES

1. Health Standards Organization (2024). *Required Organizational Practices 2024 Handbook: Client Identification*. HSO R01002:2024 (E) Qmentum Global <sup>TM</sup>

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