AH1500 - FACILITY IDENTIFICATION BANDING FOR EMERGENCY PATIENTS

1.0 PURPOSE

To appropriately identify and confirm the identity of all patients prior to them receiving Emergency Care at Interior Health (IH) facilities and to meet Emergency Department Accreditation Standards set by Accreditation Canada.

2.0 DEFINITIONS

TERM	DEFINITION
Emergency Care	Care for patients presenting to an emergency department, a community health centre, or an urgent care centre within IH for unscheduled or scheduled procedures.
Facility Identification Banding	The process of affixing a non-permanent identification band on a patient, containing Unique Patient Identifiers.
Unique Patient Identifiers	Includes at minimum the patient's: 1. full legal name; 2. date of birth; and 3. personal health number (PHN).

3.0 POLICY

All patients must be identified when receiving Emergency Care.

Health care providers must verify patient identification by reviewing and confirming at least two Unique Patient Identifiers prior to the patient receiving Emergency Care.

The Unique Patient Identifiers are used for Facility Identification Banding. Affix the Facility Identification Bands to patients in a manner that the band will not be easily removable. Bands can be affixed to a patient's wrist, leg or other location as appropriate in the circumstance.

NOTE: In circumstances where Unique Patient Identifiers are not available from the patient or someone accompanying the patient (paramedic, police, family member, etc.), enter the Unique Patient Identifiers as per the Meditech Admissions Manual (see Appendix A)

In the event that a patient's identity is unknown and becomes known, update the patient's information in registration and create a new Facility Identification Band using the Unique Patient Identifiers and affix it to the patient.

Arm bands with hospital identification are the preferred source of identification for all hospitalized patients, including those in the Emergency Department. Exceptions may include:

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- Unforeseen skin complications such as burns, allergies or severe sensitivity to band materials
- Significant edema to limbs
- If arm band adversely affects current mental health state

If a child or incapable adult refuses to wear the ID bracelet:
A parent, legal representative or guardian, accompanying a child or incapable adult during the acute visit, must be in possession of the ID bracelet and be able to positively identify the child / incapable adult to laboratory or health services before testing can be completed.

4.0   PROCEDURE
Patient Registration/Nursing Staff

Known Patient

1. Obtain patient's Unique Patient Identifiers;
2. Print Facility Identification Band for patient;
3. Confirm patient identity; and
4. Affix Facility Identification Band to patient.
5. Replace worn, removed or illegible Facility Identification Bands as necessary.

Unknown Patient

1. Enter UNKNOWN as last name,
2. Enter Gender - MALE or FEMALE as first name
3. Enter FACILITY mnemonic, ACCOUNT # as middle name

Once unknown patient becomes known:

1. Obtain Unique Patient Identifiers;
2. Print Facility Identification Band for patient;
3. Confirm patient identity; and
4. Affix Facility Identification Band to patient.
5. Replace worn, removed or illegible Facility Identification Bands as necessary.

5.0   REFERENCES
1. BC Children's Hospital, Patient Identification Policy, February 01, 2017
2. Diagnostic Accreditation Program, Sample Transport and Accessioning Accreditation Standards, 2007
3. Accreditation Canada, Qmentum Program 2009, Standards Emergency Departments
4. Admissions Procedures - Entering Unknown Patients into Meditech - 053.
5. ISMP Canada, Hydromorphone Intended for an Adult Patient Inadvertently Administered to an Infant, Safety Bulletin, Volume 8, Number 6, September 30, 2008.

6.0   APPENDICES

1. Appendix A – Entering Unknown Patients in Meditech

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| Administrative Policy Manual |
| Code: AH Patient/Client Relations/Care |

APPENDIX A – ENTERING UNKNOWN PATIENT INTO MEDITECH

Appendix D1 Entering Unknown Patients into Meditech

Interior Health

Admissions Procedures
053
Created: 02/08/05
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GENERAL REGISTRATION PROCEDURES

ENTERING UNKNOWN PATIENTS INTO MEDITECH

a) Standard—UNKNOWN is the last name, the gender of MALE or FEMALE will be the first name and the middle name will be the facility mnemonic. As soon as the initial account is saved for the unknown patient the account will be immediately edited and the account # first issued to the patient will be entered after the middle name and will become part of the unknown patient's name.

    For example: UNKNOWN,MALE KGH EM000100/07

b) Multiples – When there are multiple unidentified patients in a single event such as a motor vehicle accident.
    For example:
        UNKNOWN,MALE 1 KGH will initially be entered into the registration. As soon as the registration is complete and the admission number is generated the admission will be edited and the admission number will be added to the patient name, removing the number.

    eg.   UNKNOWN MALE KGH EM000100/07
           UNKNOWN,FEMALE KGH EM000101/07
           UNKNOWN,MALE KGH EM000102/07

c) Clean up—it is expected that the record will be edited with the correct patient identification as soon as the information is available and merged if there is a duplicate record.
d) Maiden/Other name – field will be populated with the UNKNOWN,MALE name when the record is edited. Reference to UNKNOWN,MALE in the Maiden/Other name field will be regularly cleansed.
e) Audit – Regular audits will be performed at each facility to ensure that the unidentified patients are reviewed as a follow up to collect the correct identity.

Source: Senior Clinical Informatics Analyst – ADM/MRI, IMIT

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BENEFITS:

1. The unknown patients in the Master Patient Index will NOT be confused with actual patients (ie John Doe—which could actually be the name of a person).

2. The standardization throughout IHA will assist in the maintenance and follow up of Unknown Patients.

3. Including the facility mnemonic allows each facility to be responsible for their Unknown Patients.

4. The adding of the account number following the facility allows for multiple registrations of unknown patients on the same day with a specific unique identifier.

Source: Senior Clinical Informatics Analyst – ADM/MRI, IMIT

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