

SOP Template: Patient Identification and Verification Guidelines

This SOP provides comprehensive **patient identification and verification guidelines** to ensure accurate and reliable patient recognition throughout healthcare processes. It covers methods for confirming patient identity using multiple identifiers, protocols for patient wristband verification, procedures for verifying identity prior to treatment, medication administration, and laboratory testing, and guidelines for handling patients with similar names or unfamiliar patients. The goal is to prevent errors related to patient misidentification, enhance patient safety, and improve the overall quality of care.

1. Purpose

To establish standardized procedures for identifying and verifying patient identity in all clinical and non-clinical settings to prevent errors, enhance patient safety, and improve quality of care.

2. Scope

This SOP applies to all healthcare workers, including but not limited to nursing staff, physicians, laboratory personnel, and administrative staff, involved in patient care and related processes.

3. Responsibilities

- All healthcare staff must follow identification and verification procedures at every patient encounter.
- Supervisors and team leads are responsible for ensuring compliance and providing necessary training.

4. Procedure

4.1 Use of Identifiers

- Always use **at least two patient identifiers**:
 - Full Name
 - Date of Birth
 - Medical Record Number (MRN)
 - Other identifier as per policy (e.g., photograph, address)
- Never use room number or bed number as identifiers.

4.2 Wristband Verification

- Verify that the patient's identification wristband is present, legible, and matches the medical record information.
- Ask the patient (if able) to state their full name and date of birth. Cross-check with the wristband and documentation.

4.3 Identity Verification Prior to Critical Processes

Process	Patient Identification Steps
Treatment	Confirm two identifiers verbally and compare with orders and wristband before initiating any treatment.
Medication Administration	Check two identifiers against the medication administration record and wristband before administration.

Laboratory Testing	Confirm identity before collecting specimens and label specimens in presence of the patient.
--------------------	--

4.4 Special Considerations

- **If two or more patients have similar names, flag charts and wristbands with a "Name Alert" as per policy.**
- For unidentified or unconscious patients, use the temporary identification system and update as soon as possible.
- If a patient cannot communicate, verify identity with a family member and/or compare identifiers on documentation and wristband.

5. Documentation

- Document each verification in patient records, including the identifiers used.
- Report any identification discrepancies according to incident reporting protocols.

6. Training and Compliance

- All staff must receive annual training on patient identification procedures.
- Compliance audits will be conducted monthly; non-compliance will be addressed according to disciplinary policy.

7. References

- Joint Commission National Patient Safety Goals
- Internal hospital identification policy
- Relevant national/regional patient safety standards

8. Review and Revision History

- Effective Date: [Insert Date]
- Revision Dates: [Insert Dates]
- Next Review Due: [Insert Date]