Standard Operating Procedure (SOP)

Patient Identification and Verification Process

This SOP details the **patient identification and verification process**, establishing standardized protocols to accurately confirm patient identity at every point of care. It includes steps for using multiple identifiers, verifying patient information against medical records, and ensuring proper documentation to prevent errors and enhance patient safety. The aim is to minimize risks of misidentification, improve clinical outcomes, and maintain compliance with regulatory standards.

1. Purpose

To establish clear procedures for verifying patient identity, thereby reducing misidentification risks and enhancing patient safety and regulatory compliance.

2. Scope

This SOP applies to all healthcare staff involved in patient interactions, admissions, transfers, treatments, and documentation.

3. Responsibilities

- **All Clinical Staff:** Adhere to identification protocols prior to providing care or procedures.
- **Administrative Staff:** Ensure accurate registration and record maintenance.
- **Supervisors/Managers:** Monitor compliance and provide regular training.

4. Procedure

1. **Use of Multiple Identifiers:**
   - Always confirm patient identity using at least **two unique identifiers** (e.g., full name, date of birth, medical record number, or photo ID).
   - Never use room number or bed label as identifiers.
2. **Initial Verification:**
   - Verify identifiers upon first patient encounter/admission.
   - Ask the patient (or guardian) to state their information; avoid leading questions.
3. **Ongoing Verification:**
   - Reconfirm identity prior to interventions (e.g., medication administration, tests, procedures).
   - Check identification wristbands or digital profiles where applicable.
4. **Documentation:**
   - Document verification steps and identifiers used in the patient's medical record.
   - Report and document any discrepancies immediately per incident reporting protocols.
5. **Special Circumstances:**
   - For unconscious, confused, or pediatric patients, verify with guardian or use available documentation (ID bands, records).
   - For language barriers, utilize interpreter services.

5. Compliance and Auditing

- Routine audits will be conducted to ensure adherence to this SOP.
- Non-compliance must be addressed with refresher training and corrective action as necessary.

6. References

- Joint Commission National Patient Safety Goals
- Local healthcare authority guidelines
- Institutional policies and procedures

7. Revision History

Date	Version	Description	Author

| 2024-06-15 | 1.0 | Initial template release | Clinical Governance Team |