

SOP: Patient Information Verification and Identification Procedures

This SOP details **patient information verification and identification procedures** to ensure accurate and secure patient data management. It covers methods for verifying patient identity, confirming personal information, using identification tools such as ID bracelets or electronic systems, and addressing discrepancies to prevent errors in treatment and documentation. The goal is to enhance patient safety, maintain confidentiality, and improve healthcare service accuracy.

1. Purpose

To establish standardized procedures for verifying and identifying patients prior to any clinical intervention, aiming to prevent medical errors, ensure patient safety, and protect patient confidentiality.

2. Scope

This SOP applies to all healthcare staff involved in patient registration, admission, assessment, treatment, and documentation within the facility.

3. Responsibilities

- **All Healthcare Staff:** Adhere to this SOP for every patient interaction.
- **Registration Staff:** Conduct initial patient verification during admission.
- **Nursing & Clinical Staff:** Re-verify patient identity before procedures, medication administration, or documentation.
- **Supervisors/Managers:** Ensure compliance and provide training as required.

4. Procedures

4.1 Patient Identity Verification

1. Request at least two identifiers from the following:
 - Full legal name
 - Date of birth
 - Medical record number
 - Government-issued photo ID
2. Compare provided information with documentation/records.
3. If discrepancies arise, halt procedures until resolved in accordance with Section 4.5.

4.2 Use of Identification Tools

- **ID Bracelets:** Affix upon registration. Check before any clinical procedure or medication administration.
- **Electronic Verification:** Utilize barcodes, biometric systems, or electronic health records where available.
- **Photo Verification:** Use patient photographs, where stored, as a supplementary identifier.

4.3 Special Considerations

- For patients unable to verify (e.g., unconscious, children), obtain verification from guardians or legal representatives.
- In cases of emergency, follow expedited verification protocols, documenting all actions taken.

4.4 Confidentiality

- Only discuss and confirm patient information in secure, private settings.
- Adhere to facility and legal confidentiality requirements (e.g., HIPAA).

4.5 Addressing Discrepancies

- If identity cannot be verified, notify a supervisor immediately.
- Document all findings and actions taken in the patient's record.
- No procedure, medication, or intervention should proceed until identity is confirmed.

5. Documentation

- Record all verification checks in the patient's health record.
- Log any discrepancies and their resolution.
- Document the issue and re-issuance of ID bracelets or updates to electronic systems.

6. Training

- All staff must receive initial and periodic training in patient verification procedures.
- Document completion of training for all relevant personnel.

7. References

- Joint Commission National Patient Safety Goals
- Facility Policy on Confidentiality and Data Protection
- Applicable Federal and State Laws

8. Revision History

Version	Date	Summary of Changes	Approved By
1.0	2024-06-15	Initial release	Medical Director