

# Standard Operating Procedure (SOP): Patient Identification and Verification Procedures

## 1. Purpose

This SOP details the **patient identification and verification procedures**, including steps for accurately confirming patient identity prior to any medical intervention, use of multiple identifiers such as name and date of birth, verification of identification bands, communication protocols among healthcare staff, and documentation requirements. The purpose is to minimize errors, ensure patient safety, and maintain the integrity of medical treatments and records throughout the care process.

## 2. Scope

This procedure applies to all healthcare staff involved in patient care, including physicians, nurses, allied health professionals, and administrative staff, in any area of the healthcare facility where patient identification is required.

## 3. Responsibilities

- **All healthcare staff** must follow this SOP when engaging in patient interactions involving care, treatment, testing, or specimen handling.
- **Supervisors and managers** are responsible for ensuring staff compliance with this SOP.

## 4. Procedure

### 1. Initial Identification

- Upon admission or registration, obtain and record the patient's **full name** and **date of birth (DOB)** as primary identifiers.
- If available, collect a government-issued photo identification for confirmation.

### 2. Identification Band Application

- After verification, apply an identification band to the patient's wrist containing:
  - Full name
  - DOB
  - Unique hospital/medical record number

### 3. Verification Prior to Medical Interventions

- a. Before any procedure, medication administration, specimen collection, or treatment, the responsible healthcare provider must:
  - Ask the patient (or guardian) to state their **full name** and **DOB** (do not state identifiers for them).
  - Check and match this information with the identification band and medical records.
- b. If the patient is unconscious or unable to respond, verify identity with a responsible relative or caregiver and the identification band.

### 4. Multiple Identifiers

- Always use at least two identifiers (e.g., full name and DOB) for each verification.
- Do not use room or bed numbers as identifiers.

### 5. Communication Protocol

- Ensure clear communication among team members regarding patient identity during handovers, transfers, and interdisciplinary meetings.
- Highlight any discrepancies and resolve them before proceeding.

### 6. Documentation

- Record each verification action in the patient's medical records, indicating the date, time, and responsible staff member.
- Document any identification-related issues and the steps taken to resolve them.

## 5. Special Considerations

- For pediatric patients or those unable to communicate, involve parents or legal guardians in the identification process.
- For outpatients or ambulatory care, verification should occur at each visit or encounter.

## 6. Training

All healthcare staff must undergo training on this SOP annually, with refresher sessions as required.

## **7. Review and Revision**

This SOP will be reviewed at least every two years, or as needed, to reflect changes in best practices or regulatory requirements.