

# SOP: Patient Identification and Verification

This SOP outlines the **standard procedure for patient identification and verification**, including methods for accurately verifying patient identity, using multiple identifiers such as name, date of birth, and medical record number. The purpose is to prevent identification errors, enhance patient safety, and ensure accurate delivery of healthcare services by establishing consistent verification protocols across all clinical settings.

## 1. Purpose

To establish a standardized protocol for identifying and verifying a patient's identity to prevent errors and enhance patient safety in all clinical interactions.

## 2. Scope

This procedure applies to all healthcare staff involved in patient care, registration, and documentation across all clinical settings.

## 3. Responsibilities

- All clinical and registration staff must follow this identification procedure at every patient encounter.
- Department supervisors must ensure compliance and provide necessary training.

## 4. Procedure

### 1. Upon Patient Encounter

Staff must initiate identification immediately upon patient presentation (in person, phone, or electronic).

### 2. Obtain Two or More Approved Patient Identifiers:

- Full legal name
- Date of birth
- Medical record number
- Other (if required): government-issued photo ID, address, or other unique identifier

### 3. Verification Process:

- Ask the patient or their caregiver to state required identifiers. *(Do not prompt or suggest the information.)*
- Cross-check the provided information against medical records, wristbands, or system entries.
- If discrepancies exist, do not proceed until identity is accurately verified.

### 4. Documentation:

- Record verified identifiers in the patient chart or electronic health record (EHR).
- Note any discrepancies and report immediately to a supervisor.

### 5. Re-Verification Triggers:

- Before administering medication, procedures, or treatments.
- Before specimen collection or transfer to another department/unit.

## 5. Exceptions

- If the patient is unable to communicate, use wristband or verified documentation, and confirm with caregiver or family if present.
- In emergencies, complete verification as soon as safely possible.

## 6. Training

All relevant staff must receive initial and annual refresher training on the identification and verification procedure.

## 7. Audit and Compliance

Regular audits will be conducted to ensure strict adherence to the SOP. Non-compliance will be addressed per institutional policy.

## 8. References

- Institutional Patient Safety Guidelines
- Relevant Local/National Regulatory Standards