Standard Operating Procedure (SOP)

Patient Identification and Verification Protocols

This SOP details **patient identification and verification protocols** to ensure accurate patient recognition and prevent medical errors. It includes methods for confirming patient identity through multiple identifiers, procedures for verifying patient information at admission, during treatment, and prior to medication administration, as well as guidelines for handling discrepancies in patient data. The objective is to enhance patient safety by minimizing risks related to misidentification across all healthcare settings.

1. Purpose

To establish standardized procedures for patient identification and verification in order to safeguard patient safety, prevent medical errors, and ensure compliance with regulatory requirements.

2. Scope

This SOP applies to all healthcare staff involved in patient care, including admission, treatment, medication administration, diagnostics, and discharge in all clinical and administrative settings.

3. Definitions

- **Patient Identifier:** Information uniquely associated with the patient, such as full name, date of birth, medical record number, or government-issued ID.
- **Verification:** The process of confirming the patient's identity using two or more approved identifiers.
- **Discrepancy:** Any mismatch or error found during the identification or verification process.

4. Responsibilities

- **All Clinical Staff:** Perform identification and verification as outlined in this SOP for every patient encounter.
- **Supervisors/Managers:** Ensure staff are trained and compliant with this SOP.
- **Quality Assurance:** Audit and report compliance with identification protocols.

5. Procedure

1. **At Admission or Registration:**
   - Request at least two approved patient identifiers (e.g., full legal name and date of birth).
   - Cross-check identifiers with registration documents, electronic health records, or government-issued ID.
   - Ask the patient (or legal guardian) to state, not confirm, their identifying information aloud.
2. **Before Procedures, Treatment, or Medication Administration:**
   - Use two identifiers to confirm identity each time care is provided.
   - Verify patient wristband and cross-check with records.
   - Document confirmation in the patient's chart or electronic record.
3. **For Non-Communicative Patients:**
   - Confirm ID using wristbands, documentation, or ask caregivers/family as appropriate.
4. **Handling Discrepancies:**
   - If identifiers do not match, do not proceed with treatment or administration.
   - Notify supervisor and correct records before continuing.
   - Document the discrepancy and action taken in the patient record.

6. Acceptable Patient Identifiers

- Full legal name
- Date of birth
- Medical record number
- Government-issued identification (e.g., ID card, passport)
- Assigned patient wristband/barcode

7. Documentation

- Record every verification event in the patient's chart/electronic record.
- Document and report all discrepancies and actions taken.

8. Training & Compliance

- All relevant staff must receive training on this SOP upon hire and annually thereafter.
- Regular audits will be conducted to ensure compliance.

9. References

- World Health Organization: Patient Identification (WHO Guidelines)
- Joint Commission: National Patient Safety Goals (update as applicable)
- Local hospital/clinic policies

10. Revision History

Version	Date	Description	Author
1.0	2024-06-10	Initial template release	[Your Name]