

# STOP Patient Misidentification!

## Choose the CORRECT PATIENT FOLLOW THESE PROCEDURES

### PATIENT CHECK-IN PROCESS

- Confirm with the patient in front of you, the patient's name, address and DOB
- Correct any misinformation immediately.

### INVOLVEMENT OF THE MEDICAL PROVIDER

- As the patient is taken to the exam room, confirm that the chart matches the patient to be examined - that you have the right patient by confirming with the patient, his/her name and date of birth.
- This sounds obvious – and it is – but it is much better to do this than mix up patients.

### PROPER FILING AND RELEASE OF RECORDS

- When filing records in patient charts staff must be sure to enter the right record into the right patient folder
- When releasing records, pursuant to proper procedures, staff must check to ensure they are only releasing the records of the patient subject of the request (and make sure other patient records are not mixed in)

### PROPER PATIENT NAME LOOK-UP IN BILLING SYSTEM

- When searching for a patient, there are many ways to locate the appropriate person. Patients may be looked up by name (portion of last and portion of first), social security number, birth date, and/or phone number.
- **Careful consideration should be taken so that information is not entered for the wrong patient and/or duplicate patients are not created.**
- To insure that the correct person is selected, **the search must be confirmed using more than one criterion.** In considering the name, the following data points must be confirmed prior to determining the appropriate party:
  - 1. Date of Birth
  - 2. Social Security Number
  - 3. Address

Staff who are not certain of the identity of the patient after considering these three data points are instructed to contact their immediate supervisor.