



Incidents Involving Client Identification

Incidents involving client identification are reported and tracked through Health PEI's electronic Provincial Safety Management System (PSMS). Between January 2020 and June 2021, there were **93 client identification incidents** filed in PSMS. Types of client identification incidents include:

- Incorrect labelling of client requisitions or specimens
- Wrong client identifier (name, date of birth, medical record number, personal health number) entered into electronic system during admission/registration
- Incorrect identification band placed on patient/client

Tips to Prevent Client Misidentification:

1. Ask the client to state their full name and date of birth and confirm this matches their identification band and other documentation.
2. Teach clients to show their identification wristbands to healthcare providers during procedures or transfers.
3. Be vigilant in the checking of patient identification at the bedside, particularly during specimen collection, medication administration or before procedures (such as surgical interventions, medical procedures, blood transfusions)
4. Review and follow Health PEI's Client Identification Policy and relevant processes/procedures.
5. Involve patients/clients/residents and families/caregivers in the identification process.
6. Educate patients/clients/residents and families/caregivers about the risks of client misidentification.

Confirming identification ensures that the RIGHT CLIENT receives the RIGHT CARE at the RIGHT TIME.