

ACCREDITATION

Required Organizational Practice (ROP) of the Month

CLIENT IDENTIFICATION

- The **Client Identification Required Organizational Practice (ROP)** outlines that in partnership with the patient, client, or resident and their family, **at least two person-specific identifiers** are used to confirm that they receive the service or procedure intended for them.
- Using person-specific identifiers can avoid harmful incidents such as privacy breaches, allergic reactions, medication errors, lab specimen errors, and wrong-person procedures.

AT HEALTH PEI:

- There is a provincial **Client Identification Policy**.
- **Person-specific identifiers** are used to ensure the right patient, client, or resident receives the right care at the right time.
- Patients, clients, residents and their families are involved in the identification process and are educated about the risks of identification errors.
- Same name alerts are generated when two or more individuals with the same last name are admitted to the same unit, service, or treatment area.
- Client identification errors are reported as patient safety incidents, in the **Provincial Safety Management System (PSMS)**.

Some examples of person-specific identifiers include:

- Full name
- Date of birth
- Home address (when confirmed by the patient, client, resident or family)
- Provincial health number, medical record number
- Driver's license
- An accurate photograph or facial recognition (in settings where there is long-term or continuing care)

A room or bed number should **never** be used as a person-specific identifier

Questions Surveyors May Ask Staff:

What are two person-specific identifiers that can be used to verify a patient, client, or residents identify before providing care?

When is it necessary to check two person-specific identifiers?

How do you involve a patient, client, or resident and their family in the identification process?