



## Accreditation: ROP of the Week

Required Organizational Practice: Client Identification

### WHAT IS CLIENT IDENTIFICATION?

- Working in partnership with patients/clients/residents and families, **at least two person-specific identifiers are used to confirm** that patient/clients/residents 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.

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

### AT HEALTH PEI:

- There is a provincial ***Client Identification Policy***.
- Client identification is to be done in partnership with patients/clients/residents and families, by **explaining the reason for this safety practice** and asking them for the identifiers.
- **Same name alerts** are generated when two or more individuals with the same last name are admitted to the same unit, program/service or treatment area.
- Examples of client identifiers include:
  - full name, date of birth, home address when confirmed by client or family
  - provincial health number (PHN), medical record number (MRN), driver's license
  - armbands, facial recognition, photograph
  - verification processes (i.e., state your name, date of birth)

**Never use a room or bed number as a client identifier**

### Questions Accreditation Canada Surveyors May Ask Staff:

What two identifiers can you use to confirm the patient/client/resident's identity before providing care?

When must you check two identifiers? Provide a specific example(s).

How do you partner with patients/clients/residents when confirming patient/client/resident identity?