

Quick Tip

ACCREDITATION | April 3 to 6, 2023

Client Identification

- Misidentification is the root cause of many preventable errors.
- To prevent errors, **TWO** patient/client identifiers are verified during the following,
 - Registration/Admission
 - Prior to administering any:
 - Service
 - Medication
 - Treatment
 - Procedure
- Any of the **TWO** approved patient identifiers can be used:
 - Patient's full name- First and Last
 - Patient's date of birth
 - Validated Health Card Number
 - Hospital CPI number
 - Valid photo identification
- With the exception of photo identification, the "ASK! Don't Tell!" approach will be adopted.
 - **ask** the patient/client to state their identifiers *rather* than having them confirm the information.



Q-Tip #14



Patient/Client identification is essential for patient safety!

More Information:
www.pemreghos.org/accreditationhub

Client Identification

Discussion Questions & Activities

Non-Clinical

- How do you communicate with your team members? How often does your team conduct team huddles?
- How do you interact with staff, students, or volunteers in other departments?

Clinical

- Ask the team, when verifying a patient's identity what is not an appropriate/approved identifier?
- Have a discussion about, what can the failure to correctly identify patients result in.
- Ask the team, how many approved identifiers are needed to correctly identify a patient?
- Have a discussion about the correct way to identify a patient (Ask don't tell).
- Have a discussion about when are patient/client identifiers verified.